



Deaf Student Support Program

Booking service terms
and conditions

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Introduction

Griffith University's Deaf Student Support Program (DSSP) is a provider of Australian sign language (Auslan) interpreting services within Queensland's tertiary education sector.

Since 1985 we have supported tertiary students to excel within their studies and by providing **NAATI**-certified interpreters for events and activities such as:

- Assessments and exams
- Consultations, coaching sessions and meetings
- Laboratories, practical activities and workshops
- Lectures, seminars and tutorials
- Other events (conferences, corporate functions and so on).

This service agreement between yourself, your organisation, your client/s and the DSSP outlines our responsibilities and obligations along with the terms and conditions associated with our booking service.

By requesting a booking with us, you agree to abide by these terms and conditions.



Our services

Auslan interpreting

In person interpreting is ideal for classes, exams and appointments covering specialised or complex topics; in situations where additional access (such as visual field or tactile interpreting) may be needed; for lengthy bookings; and for bookings involving more than five people.

Video Remote Interpreting

With our VRI service, interpreters 'attend' bookings virtually using a computer or mobile device. This service works best for shorter bookings (involving up to four people); for bookings within regional or rural locations; and for last-minute bookings.

Operating hours

Our business hours are 8am—5pm, Monday to Friday.

Minimal after hours support is available 5pm—8am, Monday to Friday including weekends and public holidays.

Minimum booking requirements

Due to the existing shortage of certified Auslan interpreters in Australia¹, we appreciate your understanding and cooperation in providing as much notice as possible when placing a booking request.

The earlier you book, the more likely you are to have suitable interpreters allocated to your booking. It may be possible to accommodate bookings outside the parameters outlined below, please [contact us](#) for advice.

At a minimum, we require:

- One **booking form** per client, per event ([see our website](#) for more details)
- At least **two week's advance notice** for most one-off (non-recurring) bookings
- At least **four weeks' advance notice** for recurring bookings (such as scheduled classes)
- At least **six weeks' advance notice** for events requiring extensive preparation (e.g. conferences, graduation ceremonies)
- At least **two full business days' notice to amend or cancel your booking without attracting fees**, and prompt notice on the day of the booking if Deaf client cannot attend/will be late. If an external agency is engaged to fulfil your booking, longer cancellation periods (e.g. more than five business days) may apply. We will let you know when these longer cancellation terms apply when we confirm your booking. Please see our [cancellation and amendment terms](#) below.

Fees and charges

Our minimum charge for all bookings² is **two hours per booking, per interpreter**; with subsequent time charged in 15-minute increments per the hourly rates specified below.

¹ Per Australian Sign Language Interpreters' Association (ASLIA), Are you Available? Interpreter and Employer Survey 2018 Results, September 2018. See <https://aslia.com.au/wp-content/uploads/ASLIA-Educational-Interpreting-Guidelines.pdf>

² Except those governed under a separate formal service agreement.

External bookings

Service type	Minimum charge per interpreter	Hourly rate (business hours)	Hourly rate (after hours)
Auslan interpreter service (in person)	\$279.80	\$139.90	\$190.10
Auslan interpreter service (VRI)	\$279.80	\$139.90	\$190.10

Internal bookings

Bookings requested by Griffith University staff will receive a fee estimate prior to confirmation; based on the **salary rates + on costs** for allocated interpreters. HEW levels/salary rates of allocated interpreters are commensurate with NAATI-accreditation levels. Fees for internal bookings are GST exclusive.

Please note:

- Unless otherwise agreed, two interpreters will be allocated for all onsite bookings.
- If a booking concludes early, you will still be charged for the original time booked.
- Fees for external bookings are GST inclusive, and fees for internal bookings are GST exclusive.
- **Cancellation and amendment fees** apply – see below for details.
- In some circumstances, **additional expenses** may apply – see below for details.
- Prices listed are subject to change without notice.

Additional expenses

Travel

When an interpreter is required to travel more than 40km or 45 minutes from their home (or previous booking) to the booking location, travel expenses will apply. Fees will be negotiated with interpreters and booking requestors prior to confirming the booking.

Parking

If free parking is not available for interpreter/s at the booking location, parking costs (up to the amount of \$30) will be passed on to the booking requestor. If the cost of parking is likely to exceed the maximum amount, this will be discussed with the booking requestor prior to confirming the booking where possible.

Other expenses

If any other expenses are required – for example if we **subcontract to an external agency** – we will provide an updated fee estimate and discuss options with you prior to proceeding.

Amendments and cancellations

Minor amendments

Once a booking is confirmed, if minor variations are required – for example, a venue/facilitator/participant changes, or a client/event contact is running late – you or the client/event contact can **notify us** any time **up to and including the date of the booking**.

Significant amendments

If a confirmed booking requires more significant changes – for example, the date, length or physical location changes, or a client/event contact is no longer able to attend – we recommend you **notify us at least two full business days* prior** to the date of the booking, to avoid attracting fees as outlined below.



Failure to attend

If a Deaf client/event contact does not arrive within 15 minutes of the scheduled start time and does not **contact us** directly to advise they are late/when they will arrive, this is deemed a **failure to attend**.

Interpreters will be advised to leave 30 minutes after the scheduled start time if the client/event contact has still not arrived, and full fees will apply.

Cancellations

To cancel a confirmed booking, please **contact us** with details at your earliest convenience. Cancellations can be made any time and will be actioned during **business hours**.

Full fees apply for cancellations received within two full business days* of a confirmed booking's date.

Cancellation and amendment fees

Cancellation and amendment fees	Minimum charge per interpreter	Hourly rate (business hours)	Hourly rate (after hours)
Cancellation by DSSP (in event we are unable to service your booking)	\$0	\$0	\$0
Cancellation/major amendment request received more than two business days* before booking (all bookings)	\$0	\$0	\$0
Cancellation/major amendment request received within two business days* before booking (External bookings)	\$279.80	\$139.90	\$190.10
Cancellation/major amendment request received within two business days* before booking (Internal bookings)	\$124.04	\$62.02	\$93.03

* If an external agency is engaged to fulfil your booking, longer cancellation periods (e.g. more than five business days) may apply. We will confirm any variations to our standard cancellation periods when we confirm your booking.

Interpreter recruitment and allocation

Due to the specialist nature of the service we supply, we aim to employ Certified Interpreters (CI) and Certified Provisional Interpreters (CPI) who are working towards their **NAATI certification** at the CI level.

For regular class bookings, we aim to use a small pool of up to four interpreters for the duration of a semester/trimester so specialised technical signs may be developed when appropriate, and to ensure consistency of learning.

Our interpreters are expected to abide by the **Australian Institute of Interpreters and Translators Inc (AUSIT) Code of Ethics**, the **Australian Sign Language Interpreters' Association (ASLIA) Code of Ethics and Guidelines for Professional Conduct**, and **Griffith University's Code of Conduct**.

Allocation process

We take great pride in sourcing, matching, and supplying appropriately skilled interpreters to each booking. The following is taken into consideration when we contact our interpreters:

- client and booking requestor preferences
- booking complexity/interpreter skill set, preparation time required
- interpreters' NAATI certification, other qualifications/specialist knowledge and experience
- interpreters' location and availability.

Our team will always seek to contact and allocate suitable local interpreters in the first instance.

If we are unable to service

If our local interpreters are unable to service your booking, we will contact you at least 72 hours prior to your booking (where possible) to discuss alternatives before we attempt to source interpreters from further afield/externally. If you decline an offer to source interpreters from further afield/externally, your booking request will be cancelled. Please note **cancellation fees** may apply.

Health and safety

To ensure the safety and wellbeing of our interpreters and minimise the risk of physical and mental fatigue (**occupational overuse syndrome (OOS)**), we supply a minimum of two interpreters for most bookings. Decisions regarding interpreter allocation are made in consultation with booking requestors, interpreter/s and clients, considering the individual circumstances of each booking.

Interpreters may be booked for a maximum of eight hours per day. Please keep in mind:

- **One-hour bookings** can sometimes be filled by a solo interpreter; however, we recommend they be granted at least two x five-minute breaks during this time to avoid OOS.
- For bookings **two to five hours** long, we will allocate two interpreters to alternate in the primary interpreting role (typically in 15- to 30-minute intervals).
- For bookings **five to eight hours** in length, two (or more) interpreters will be allocated. You must ensure you incorporate enough time for a suitable 'lunch' break (at least 45 minutes), along with additional rest breaks as needed.

If your booking spans more than eight hours, we will contact you to discuss options that ensure our interpreters' safety and wellbeing.

Filming and live streaming

If your booking will be filmed or live streamed, please share details about the nature and purpose of the recording with us; along with any notes on if/how the recording may be used in the future (for example, on social media, for accessibility purposes). This helps us ensure we seek required preparation materials from you – along with consent from our interpreters – before allocating interpreters to the assignment.

Payments

External bookings

At the end of each month, we will forward an advisory note (providing advice on fee breakdowns) for each client you have booked for. This will be followed by an invoice which may combine multiple bookings/client fees to minimise the number of payments required. Terms of payment are 30 days from the date of the invoice, and payment options are supplied on the invoice.

Internal bookings

An estimate/breakdown of anticipated fees will be supplied before bookings are confirmed. Once a booking ends, interpreter/s' timesheets will be forwarded to the nominated financial delegate for approval. Salaries and any additional expenses incurred will be recovered from the speedtype and class supplied by you.

Contact us

Booking enquiries, amendments, and cancellations

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Student Disability and Accessibility, Student Success

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Service agreements, complaints and conflict resolution

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Student Success, Student Life

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