

Policies and procedures – Deaf Society clients and consumers

Effective as of 17 July, 2006

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1. INTRODUCTION

The Deaf Society of NSW provides a wide range of services and programs to people who use Auslan (Australian Sign Language) as their primary means of communication.

The goal of the Deaf Society is "to work within the community to ensure Deaf people achieve their full rights and fulfil their responsibilities as Australian citizens".

The Society is committed to ensuring that high-quality and professional Auslan/English interpreting services are available to facilitate effective communication between Deaf and Hearing clients.

The Society provides interpreters in any situation where Deaf and Hearing people wish to communicate effectively. The Society responds to requests from either party, and also provides a back-up service to the Community Relations Commission and the Health Care Interpreter Service when necessary.

This manual is designed for the information of clients and consumers of the Society's interpreting service.

Further information can be obtained from an Interpreting Services Clerk, Coordinator, Interpreting or Manager, Interpreting and Advocacy at the Deaf Society of NSW.

2. RECRUITMENT AND SELECTION OF INTERPRETERS

The Deaf Society employs a small number of part-time interpreters. Most interpreters are employed on a casual needs basis.

Employment of interpreters and allocation of assignments is at the discretion of the Interpreter Service Clerks and/or the Coordinator, Interpreting.

Accreditation

The National Accreditation Authority for Translators and Interpreters (NAATI) is the body which accredits interpreters in all languages, including Auslan.

The Deaf Society aims to employ NAATI-accredited interpreters only, except in the case of Deaf relay interpreters, for whom no NAATI accreditation currently exists. In the case of Deaf relay interpreters, preference is given to those who have completed a TAFE course in relay interpreting.

In non-metropolitan areas, due to a lack of NAATI-accredited Auslan/English interpreters, assignments will occasionally be undertaken by non-accredited practitioners. This will occur only where the person has been assessed by Society staff as having sufficient skill and experience to undertake the assignment. If an unaccredited individual wishes to be considered for inclusion on the Interpreting

Register, they must firstly attend an assessment interview. This will involve demonstrating both receptive and expressive skills in interpreting between Auslan and English, and knowledge of interpreting ethics and social/cultural aspects of the Deaf community. Employment will also be subject to a written commitment to sit for the next available NAATI exam. Should the person not sit the exam, or fail to pass this exam, they may no longer be eligible for work from the Deaf Society.

The Deaf Society is committed to the employment of accredited interpreters. In every instance, the Interpreting Services Clerks will endeavour to allocate an accredited interpreter. In the event that an unaccredited interpreter is allocated, all parties at the assignment will be informed.

Interpreters employed by the Society will be required to sign a Confidentiality Agreement (refer to Appendix 3 for a copy) and adhere to the Australian Sign Language Interpreters Association Code of Ethics (refer to Section 4).

3. EMPLOYMENT CONDITIONS

Occupational Health and Safety

When an interpreter is working without a teammate, she or he will normally require a **10-minute break** during every working hour. When planning a program for which an interpreter is required, scheduled breaks need to be incorporated into that program.

- An interpreter will not work through any scheduled breaks.
- Should a client require interpretation for an assignment in excess of two hours duration, two interpreters will normally be required, and will alternate every twenty to thirty minutes. This is necessary to:
 - Ensure continual flow of accurate information
 - Reduce interpreter fatigue
 - Reduce the likelihood of Occupational Overuse Syndrome

Interpreters working in teams are expected to support their colleague/s at all times. Non-interpreting time is to be used to prepare (e.g., to read terminology or lecture papers) and to prompt the interpreter who is interpreting. Interpreters may not use non-interpreting time for personal business unless previously arranged with their teammate and Coordinator, Interpreting or Manager, Interpreting and Advocacy.

Interpreter accreditation and appropriate types of work

- a) NAATI *Interpreter Level* interpreters (formerly Level 3) are required for court work, conferences and all large group meetings.
- b) NAATI *Para-professional Level* interpreters (formerly Level 2) are suitable to be used for smaller groups/meetings and one-to-one appointments. In some situations

which would normally require a practitioner of Interpreter standard, a Para-professional interpreter may be contracted, as long as the consent of all parties is sought and received.

- c) **Deaf relay** interpreters work with Deaf clients who:
- Have minimal skills in Auslan, due to educational or linguistic disadvantage, *or*
 - Have minimal skills in Auslan, due to intellectual disability, *or*
 - Have minimal skills in Auslan, having recently migrated to Australia, *or*
 - Are Deafblind

Deaf relay interpreters work in teams with Hearing interpreters in order to facilitate communication.

As with Hearing interpreters, Deaf relay interpreters cannot fulfil other roles (such as community worker or advocate) whilst in their interpreting role.

Preparation for assignments

To assist the interpreter to provide effective communication between Deaf and Hearing clients, the person requesting service should provide the interpreter, in advance, and via an Interpreting Services Clerk, with any relevant material, such as:

- Paperwork - agenda of the meeting, minutes of meetings (preceding and current), subject matter to be discussed, names of those attending meeting/interview/conference etc, copies of speeches/papers to be given and scripts of videos to be used (if the video/s is not subtitled)
- Terminology/specific language, jargon or acronyms commonly used
- Relevant information regarding the appointment – for example, specialisation of doctor; whether a male or female interpreter is required, etc.

The interpreter will aim to arrive 15 minutes before the booking in order to:

- Meet the Deaf client(s) and establish the appropriate level of communication to be used
- Be briefed by service providers about the content of the assignment
- If necessary, conduct pre-interviews with both Hearing and Deaf clients to brief them about the interpreter's role
- Negotiate work conditions specific to the assignment

Interpreters will wait for a minimum of 30 minutes for the client(s) to arrive.

Should the client(s) fail to appear, the interpreter may leave after having consulted with the employer or their representative and contacted the Deaf Society. In this situation, the Society will claim for the time for which the interpreter was booked.

Interpreters are required to abide by a Code of Ethics (refer to Section 4) and to the relevant guidelines. Please also refer to Section 8.

4. CODE OF ETHICS FOR SIGN LANGUAGE INTERPRETERS

All interpreters contracted by the Deaf Society of NSW must adhere to the Australian Sign Language Interpreters Association Code of Ethics (see below), and be guided by the Guidelines for the Application of the ASLIA Code of Ethics (available at www.aslia.com.au). As part of the tenet of Professional Solidarity, the Deaf Society strongly encourages all interpreters to join their State ASLIA. Clients may request an interpreter who is an ASLIA member. Further information about ASLIA (NSW) Inc. can be obtained at www.deafsocietynsw.org.au/asliansw.

Australian Sign Language Interpreters Association Code of Ethics

1. Professional Conduct

Australian Sign Language Interpreters (hereinafter called 'Interpreters') shall be unobtrusive, but firm and dignified at all times. All participants in the interpreted setting shall be considered clients of the Interpreter.

2. Confidentiality

Interpreters shall keep all assignment-related information confidential.

3. Competence

Interpreters shall accept assignments using discretion with regard to skill, setting and clients involved.

4. Impartiality

Interpreters shall not counsel, advise or interject personal opinions.

5. Accuracy

Interpreters shall render the message faithfully, always conveying the content of the message and the spirit of the speaker, using language most readily understood by the person(s) whom they serve.

6. Employment

Interpreters shall request compensation for services in a professional and judicious manner.

7. Professional development

Interpreters shall continually strive to maintain and further their knowledge, skill and professional competence.

8. Professional solidarity

Interpreters shall support and further the interests of their profession and colleagues by fostering trust and mutual respect.

9. Professional independence

When making public statements, Interpreters shall clarify if speaking as a private individual or an authorised representative of the Australian Sign Language Interpreters Association.

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Notes on the Code of Ethics for Deaf Society interpreters

Professional Conduct

This includes:

- dressing in a manner appropriate to the assignment (including wearing block colours which contrast with skin tone)
- conducting oneself in such a manner as to maintain the integrity of the profession and of the Deaf Society of NSW and providing support to colleagues in the field
- being punctual.

Confidentiality

- The Deaf Society is committed to ensuring that the privacy of its employees and clients is protected. The confidentiality of employees and consumers must be kept at all times. Personal information such as addresses, phone numbers etc is confidential, and these details will not be given out without prior approval.
- On commencing employment, interpreters are required to sign a Confidentiality Agreement. (Refer to Appendix 3).

Impartiality and Competence

- Interpreters must refrain from counselling in any situation however may inform consumers of the availability of services provided by the Deaf Society of NSW and other organisations as appropriate.
- Interpreters shall not use information obtained from an assignment for personal gain.
- Interpreters shall remain impartial and shall be seen to be impartial. Any business or vested interests which the interpreter may have in any assignment must be disclosed beforehand.
- Interpreters should decline an assignment when it is felt that it is beyond their linguistic competence or where there is a potential conflict of interest.
- The Deaf Society shall not employ interpreters to interpret for members of their immediate family.

5. COST OF INTERPRETING SERVICE PROVISION

The Deaf Society believes that Deaf people should not cover the costs of access by paying for Auslan interpreting in any situation.

Under the Disability Discrimination Act (1992), training providers, employers and service providers must provide access for people with disabilities, including Deaf people. This legislation also covers access to premises and accommodation, as well as goods and facilities.

The Commonwealth is not exempt from unjustifiable hardship, and so will always be in a position to provide access to its departments and programs. There are also anti-discrimination and equal opportunity laws at State level to ensure that Deaf people are not discriminated against. The Deaf Society considers that all Government departments, both Commonwealth and State, must make a budgetary allocation to cover the cost of interpreting service.

Memorandum Number 98/22 from the Premier of NSW states that all organisations which receive funding from any NSW Government department must budget for the cost of interpreting services.

In certain situations - for example, where a small business does not have the financial means to pay for interpreting - the fee is negotiable. In a small number of situations, the Deaf Society will fund the provision of an interpreter. In both situations, the requesting organisation must show that paying for this service would constitute an unjustifiable hardship. It is important that Deaf people receive the same level of service as any other person.

Where the Deaf Society and another agency (for example, Department of Community Services, Department of Juvenile Justice, etc.) have a client in common, the cost of the interpreting service for meetings where the client is present shall be shared equally between all service providers involved in a particular situation. This will be negotiated prior to the appointment. The Deaf Society has a role to educate kindred agencies about their obligations under legislation.

In instances where a Deaf member of staff at the Deaf Society requests a meeting with another agency, and there are no other Deaf people present, discussion should occur regarding responsibility to pay for the interpreter. Where the agency is not in a position to pay, or does not receive government funding, the Deaf Society shall bear the cost for the interpreting service required.

Training providers and organisations that provide training are, under legislation, responsible for providing access at all times. The Deaf Society is not responsible for covering the costs for interpreting access for Deaf staff who enrol in professional development or training sessions. Under Commonwealth legislation, this is the responsibility of the provider, unless unjustifiable hardship can be established.

Please see Appendix 5 for Deaf Society interpreting fees.

6. BOOKING OF INTERPRETERS

When booking an interpreter, as much notice as possible should be provided (two weeks is recommended) as it may take time to find an appropriate interpreter.

Bookings with less than one week's notice may not be accepted, due to the shortage of available interpreters.

The booking procedure is as follows.

- a) Requests are taken by phone, email, fax or the Deaf Society website
- b) The Interpreter Service Clerk will require the following information:
 - Name and telephone number of person requesting service
 - Name of organisation (if applicable)
 - Type of assignment – Please be as specific as possible about the nature of the assignment and any special skills or knowledge which may be required of the interpreter.
 - Day, date, time and expected duration of the assignment
 - Location of the assignment, including name of building, level/floor, name/number of room (as applicable)
 - Name and contact telephone number of contact on site
 - Name of Deaf consumer
 - Consumer's preferred mode of communication (e.g. Auslan, Signed English, fingerspelling)
 - Availability of parking
 - Any special instructions
- c) A Confirmation Agreement will be faxed to the individual/agency requesting service. The individual/agency will be required to sign and return the Agreement, thereby confirming booking details if applicable and assuming responsibility for payment following the assignment (unless the organisation has been exempted from payment). The Interpreting Service Clerk will not proceed with the booking until this Agreement has been returned to the Office.
- d) A booking fee of \$55.00 (including GST) will apply for all bookings made with less than five full working days notice. This fee **will** be payable regardless of whether an interpreter can be secured by the Interpreting Service. If the booking is made with more than one week's notice, the fee is not payable.

- e) The minimum fee is two hours. Please see Appendix 5 for rates.
- f) The Interpreter Service Clerk will process the request, attempt to locate an interpreter(s) and advise the person requesting service of the name of interpreter(s) within 24 hours of booking the interpreter.
- g) In accordance with occupational health and safety guidelines (see Section 3), for assignments exceeding two hours, two interpreters will be required. Accordingly, the requesting organisation will be invoiced for the full cost of two interpreters for that particular assignment.
- h) Where there are two consecutive assignments at the same location on the same day, if the break between assignments is of two hours duration or less, payment is required for the time from the commencement of the first assignment until the completion of the second assignment. Where the interpreter has had to travel a distance of greater than 150km (round trip), the fee will reflect the time from the commencement of the first assignment until the completion of the second assignment, *regardless of the length of the break between the two assignments*.
- i) If a booking is cancelled by a client/consumer, the following fees are applicable:
- | | |
|--------------------------------|-------------|
| • 5 full working days or more | nil |
| • 3-4 full working days before | 25% of fee |
| • 2 full working days before | 50% of fee |
| • 1 full working day or less | 100% of fee |
- j) If a client fails to attend an assignment, or if the Deaf Society has not been informed of a cancellation, the full fee will be charged.
- k) Travel expenses:
- For assignments within the Sydney metropolitan area, fees charged are inclusive of travelling expenses.
 - For interpreters travelling outside the Sydney metropolitan area, a charge of \$0.41 per kilometre plus a further payment of half the hourly fee is payable where the interpreter must travel a distance of greater than 150km for the round journey.
 - Preference is given to interpreters who live in the region of a job, and a travel allowance will be paid only if the Interpreting Services Clerk is unable to fill a job with a local interpreter.
- l) Statement of Attendance forms are the method by which interpreters are paid. At least one client (Hearing or Deaf) needs to sign the Statement of Attendance in order to verify that the interpreter has completed the assignment. The following information is included on the Statement of Attendance:
- date, start and finish time and total hours

- the interpreter's name and level of accreditation
- name of person/s for whom the interpreting service was provided
- name/s, title, organisation and address of person to whom the interpreter reported
- client authorisation - name and telephone number and signature of contact verifying the interpreter's attendance
- number of kilometres travelled by car if the distance exceeds 150 kilometres and is outside the Sydney metropolitan area.

7. WORKING WITH INTERPRETERS

Practice and a little knowledge can assist in working effectively with an interpreter. The following points should be observed when using the services of an interpreter:

- Position the interpreter appropriately. Ask the Deaf person and the interpreter as to seating arrangements. It is usual for the interpreter to be situated next to the speaker so that the Deaf person can observe both people simultaneously.
- Speak directly to the Deaf person, as you would to any client or patient. For example, say, “How are you feeling?” rather than “How is he feeling?” or “Ask him how he is feeling.”
- Speak clearly and at your usual pace and volume. It is easier for the interpreter to establish the context and a natural signing flow if you speak normally. The interpreter will tell you if it is necessary to change your rate.
- Focus your attention and eye gaze on the Deaf person, not the interpreter.
- Do not ask the interpreter's opinion.
- Don't make asides that you don't want interpreted - the interpreter is ethically obliged to interpret everything that the Deaf person would have understood if he/she understood spoken English.
- Give a little extra time for the Deaf person to answer any questions you have asked, as there is always a time lag as the interpreter interprets from spoken English into Auslan. The degree of delay will vary with interpreters and the complexity of the material. This is especially important during group discussions. Depending on the situation, some interpreters will choose to interpret consecutively – that is, they will not begin interpreting until you have finished speaking or signing. If this is the case, please speak or sign in short ‘chunks’ so that the interpreter can more easily remember what you have said.
- Allow time for the Deaf person to take notes or read any printed material - it is impossible to watch an interpreter and read/write at the same time.

8. QUALITY ASSURANCE

Interpreters will supply all Deaf clients with feedback cards, which can be forwarded to the Deaf Society. (See Appendix 2.)

Hearing clients will be contacted on a random basis by the Coordinator, Interpreting for feedback.

The information received from these cards and phone calls will be confidential.

The feedback is designed to enable the Society to monitor the quality of the Interpreting service.

Complaints procedure

Consumers of the service have the right to raise grievances and have them resolved in a manner and to a level which is satisfactory to them. This service will provide appropriate avenues for people to state and resolve any grievances about the service they receive without fear of penalty or victimisation. All grievances will be handled according to the policies regarding privacy and confidentiality.

Consumers of Deaf Society interpreting services are able to make complaints in the following ways:

- Via the telephone (voice or TTY) or fax to the Interpreting Services Clerk or the Manager, Interpreting and Advocacy; or
- In writing to the Manager, Interpreting and Advocacy or the Executive Director, Services.

The following details will be recorded:

- Date of the complaint
- Name and contact details of the complainant (this information will be kept confidential)
- The nature of the complaint (including name of the subject of the complaint and details of the matter to be investigated)
- A record of the investigations undertaken
- The findings and recommendations
- Final action taken
- The date and manner in which the complainant was informed of the outcome.

The complainant will be notified within ten working days from the notification of the complaint as to the process being undertaken to reach a resolution and will be informed as to the final outcome and/or updated during the process as appropriate. Interpreters will be given the opportunity to answer any complaint.

Consumers can also take action through an external complaints agency at any stage in the process (refer to Appendix 4 for a list of agencies which can assist with complaints).

9. DEBRIEFING

On occasions, interpreters may be confronted with sensitive or emotionally charged situations and/or situations which are challenging ethically. The nature of the work means that interpreters frequently work in isolation from other interpreters. Interpreters may need or want to discuss difficulties encountered in the particular assignment with another person who is aware of what interpreting involves and is able to offer support and/or strategies.

The Manager, Interpreting and Advocacy (or a person nominated by the Manager) is available for debriefing all interpreters. It will be the responsibility of interpreters to request debriefing. All information discussed in these sessions will be confidential.

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Appendix 1

DEAF SOCIETY OF NSW INTERPRETING SERVICE - REQUEST FORM

Please check the details below and clearly indicate any changes. This form must be signed in **both** places below before the booking can proceed. Please fax to the Interpreting Services Clerk 9893 8333 or 1800 898 333 (outside Sydney).

INV. NO.

Note: Bookings normally require no less than 5 working days notice.

Booking Number:

Date Request Received:

Contact

REQUESTER DETAILS				COMMENTS
ORGANISATION/SERVICE PROVIDER:	PHONE:	FAX:		
REQUESTED BY:	DATE CONFIRMED WITH REQUESTER (HOW CONFIRMED) ()			
ASSIGNMENT INFORMATION				
ASSIGNMENT DATE:	TIME START:	TIME FINISH:		
DEAF CLIENT/S NAME / CONTACT NUMBER: ()				
ASSIGNMENT ADDRESS:	INTERPRETING SITUATION / COMMENTS:			
	ADDITIONAL DETAILS:			
CONTACT PERSON AT ASSIGNMENT:	PHONE:			
ACCOUNT DETAILS				
ORGANISATION:	ATTENTION:			
POSTAL ADDRESS:	PHONE:			
	CLAIM NO:			
I hereby authorise payment of the account arising from my use of a Deaf Society Interpreter: PLEASE SIGN HERE		I agree to pay applicable cancellation and booking fees. PLEASE SIGN HERE		
DEAF SOCIETY OFFICE USE ONLY				
INTERPRETER(S):	TYPE:	DATE CONFIRMED: () () ()	NAATI LEVEL	
PAYMENT DETAILS				
FEE TYPE:	PERIOD ENDING:	TOTAL HOURS OF ASSIGNMENT:		
PROGRAM FOR PAYMENT:	MANAGERS APPROVAL:	INVOICE AMOUNT:		
STATUS:				

Appendix 2

DEAF SOCIETY OF NSW INTERPRETING FEEDBACK CARD

The Deaf Society wants to provide the best possible Auslan Interpreting Service. The Deaf Society needs to know what clients think about our Interpreting Service and if we need to make changes.

	Yes	No
PROFESSIONAL BEHAVIOUR		
Interpreter arrived at right time	<input type="checkbox"/>	<input type="checkbox"/>
Interpreter wore appropriate clothes	<input type="checkbox"/>	<input type="checkbox"/>
Interpreter had a good attitude	<input type="checkbox"/>	<input type="checkbox"/>
INTERPRETING SKILLS		
I understood the interpreter's signing	<input type="checkbox"/>	<input type="checkbox"/>
The interpreter understood my signing	<input type="checkbox"/>	<input type="checkbox"/>
INTERPRETING ETHICS/ROLE		
The interpreter made it easier for me to talk directly to the hearing person	<input type="checkbox"/>	<input type="checkbox"/>
The hearing person understood the interpreter's job	<input type="checkbox"/>	<input type="checkbox"/>
The interpreter behaved in a professional way	<input type="checkbox"/>	<input type="checkbox"/>

If **no**, please give examples: _____

OTHER COMMENTS? _____

Appointment date: ___/___/___

Appointment time: _____ am/pm

Interpreter name (optional): _____

Appendix 3

CONFIDENTIALITY AGREEMENT

I, _____
(full name)

recognise that, as an interpreter employed by the Deaf Society of New South Wales, I may learn certain facts and have access to records that are of a highly personal and confidential nature pertaining to clients, whether individuals or organisations.

I will also abide by the Code of Ethics as determined by the Australian Sign Language Interpreters Association. I have read also the NSW Disability Services Standards as prescribed by the NSW Disability Services Act (1993).

I agree not to disclose any information of a personal and confidential nature to any person/organisation not employed by the Deaf Society of New South Wales, without specific consent of the person concerned.

Breach of this agreement may expose me to disciplinary action, including dismissal.

Breach of this agreement may expose me to legal action by the Deaf Society of NSW or the client.

Signed: _____

Date: _____

Witness: _____

Appendix 4

External agencies which assist with complaints

National Accreditation Authority for Translators and Interpreters (NAATI)

Complaints in writing should be directed to:

Ms Sherril Bell
 Executive Director
 National Accreditation Authority for Translators and Interpreters
 PO Box 40
 Hawker, ACT 2614
 Ph. (02) 6255 1888

Complaints should outline the details and names of other parties who would be willing to verify what has occurred. NAATI will then contact the parties referred to above and the interpreter.

If the allegation is substantiated, a warning letter will be issued to the interpreter highlighting the Code of Ethics. (It is not the role of NAATI to initiate disciplinary action against the interpreter).

Other agencies which may be of assistance include:

Disability Complaints Service People with Disabilities 52 Pitt Street REDFERN NSW 2016	Fax: 02 9318 1372 Ph: 02 9319 6549
Anti Discrimination Board Level 17, 201 Elizabeth Street SYDNEY NSW 2000	Ph: 02 9268 5555 Fax: 02 9268 5500 TTY: 02 9268 5522
Human Rights and Equal Opportunity Commission Level 8 133 Castlereagh Street SYDNEY NSW 2000	Fax 02 9284 9611 Ph: 02 9284 9600
NSW Disability Discrimination Legal Centre Level 2, 52 Pitt Street Redfern NSW 2016	TTY: 9310 4320 Ph: 9310 7722 Fax: 9310 7788

Appendix 5

Deaf Society Interpreting Services Fees

- 1) All rates are per hour and are inclusive of GST. Fees are charged in increments of 30 minutes. For example, where an interpreter works two hours and 20 minutes, the charge will be for 2.5 hours.
- 2) **There is a minimum charge of two hours per interpreter.**
- 3) In accordance with occupational health and safety and quality assurance requirements, two interpreters are normally required for assignments of two hours or greater duration.
- 4) Where there are two consecutive assignments at the same location on the same day, if the break between assignments is of two hours duration or less, the fee will reflect the time from the commencement of the first assignment until the completion of the second assignment. Where the interpreter has had to travel a distance of greater than 150km (round trip), the fee will reflect the time from the commencement of the first assignment until the completion of the second assignment, *regardless of the length of the break between the two assignments.*
- 5) A booking fee of \$55.00 (including GST) will apply for all bookings made with less than five full working days notice. This fee **will** be payable regardless of whether an interpreter can be secured by the Interpreting Service. If the booking is made with more than one week's notice, the fee is not payable.

	Monday – Friday 8am – 6pm	6pm – 8am <i>or</i> weekend <i>or</i> public holiday	6pm – 8am <i>and</i> weekend <i>or</i> public holiday
Regular fees	\$95.00	\$115.00	\$135.00
Deaf organisation* fees	\$70.00	\$85.00	\$100.00
VRI (video relay interpreting)**	\$90.00 (first hour) \$22.50 (15 min increments)	\$135.00 (first hour) \$33.75 (15 minute increments)	\$169 (first hour) \$42 (15 minute increments)

* Deaf organisations/groups are non-government, not-for-profit organisations which directly involve and support the Deaf community.

** Subject to system compatibility with the Deaf Society's VRI equipment.