



## Schedule of Interpreting fees and conditions

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Welcome to Echo Interpreting,

As part of an on-going commitment to customer satisfaction and professional integrity, Echo Interpreting will always endeavour to provide the most appropriately qualified interpreter for your assignment. Echo Interpreting only employs NAATI (National Accreditation Authority for Translators and Interpreters) qualified interpreter/s.

Upon receiving a request for an interpreter we will endeavour to provide interpreter(s) availability to you within 48 hours. Once an interpreter is confirmed you will be notified and given the name of the interpreter(s) you can expect to attend your appointment.

Please be aware that there is a shortage of qualified Auslan interpreters in Victoria so the more notice that is given for an assignment the more likely it is that we will be able to fill your request. We recommend that wherever possible at least two weeks notice is given for any interpreting assignment.

Echo Interpreting recognises that there are OH&S risks in the form of potential overuse injuries for sign language interpreters. In accordance with industry standards as endorsed by ASLIA (Australian Sign Language Interpreters Association) and Occupational Health and Safety guidelines, two interpreters must be employed for any assignment of or greater than two hours in length or where the complexity of a shorter duration booking requires two interpreters.

Echo interpreting booking guidelines stipulate that one interpreter is usually suitable for one on one appointments of 1 hour duration with a 5 -10 minute break determined by the chair in consultation with the interpreter. Up to 2 hour appointments will normally require two interpreters.

Assignments consisting of large groups or complex information under two hours duration may require a second interpreter and this will be at the discretion of Echo Interpreting and will be negotiated at the time of booking.

Interpreters work in tandem to ensure minimal interruption to the flow of the assignment and to prevent risk of injury. If you are unsure about the structure of your presentation or program in relation to the above, please consult with Echo Interpreting at the time of booking.

The interpreting industry stipulates that interpreters need to abide by a code of ethics. In short, this mandates that the interpreter:

- Remains confidential
- Be impartial
- Provide services in a professional manner, maintaining conduct and solidarity to the profession

If any problems arise in relation to our interpreting services please do not hesitate to contact Echo Interpreting to discuss your concerns.

In the event that an interpreter ever feels uncomfortable or threatened in an interpreting assignment Echo Interpreting encourages the interpreter to remove themselves from the situation immediately and contact the booking office for further instructions.

**Please see below for the schedule of interpreting fees and charges.**

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## Schedule of Interpreting fees and conditions

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All interpreting bookings are charged at a minimum of two hours  
Time thereafter is charged in 15 minute increments

### INTERPRETING

- **Business hours: 8am – 6pm Monday - Friday**

Minimum 2 hour booking: **\$72.50 per hour** (+ 10% GST) = **Total \$159.50** (2 hr min including GST)

<b>After hours:</b>	Minimum 2 hour booking <b>\$82.50 per hour</b> (+ 10% GST)
<b>Saturdays:</b>	Additional <b>20%</b> of total fee per booking
<b>Sundays &amp;Public Hols:</b>	Additional <b>30%</b> of total fee per booking
<b>Court Interpreting:</b>	Additional <b>10%</b> of total fee per booking
<b>Conference Interpreting:</b>	<b>10%</b> of total fee per booking will be charged and Payment of 1 hour per conference day preparation time per interpreter will be required for each conference assignment
<b>Theatre Interpreting:</b>	Rates of payment for theatre interpreting will be negotiated with Echo Interpreting. Please be aware that two interpreters are required for all theatre performances. The rate will take into account the number of characters, complexities of the script, time needed for preparation and script translation, and allocated time for rehearsal and actual performance.

All Notetaking bookings are charged at a minimum of two hours  
Time thereafter is charged in 15 minute increments

### NOTETAKING

- **Business hours: 8am – 6pm Monday - Friday**

Minimum 2 hour booking: **\$35.00 per hour** (+ 10% GST)

<b>After hours:</b>	Minimum 2 hour booking <b>\$40.00 per hour</b> (+ 10% GST)
<b>Saturdays:</b>	Additional <b>20%</b> of total fee per booking
<b>Sundays &amp;Public Hols:</b>	Additional <b>30%</b> of total fee per booking
<b>Court Interpreting:</b>	Additional <b>10%</b> of total fee per booking
<b>Conference Interpreting:</b>	<b>10%</b> of total fee per booking will be charged and Payment of 1 hour per conference day preparation time per interpreter will be required for each conference assignment

## Schedule of Interpreting fees and conditions continued

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**All Participation Assistance bookings are charged at a minimum of two hours**

**Time thereafter is charged in 15 minute increments**

### PARTICIPATION ASSISTANTS

- **Business hours: 8am – 6pm Monday - Friday**

Minimum 2 hour booking: **\$37.50 per hour** (+ 10% GST)

**After hours:** Minimum 2 hour booking **\$42.50per hour** (+ 10% GST)

**Saturdays:** Additional **20%** of total fee per booking

**Sundays &Public Hols:** Additional **30%** of total fee per booking

**Court Interpreting:** Additional **10%** of total fee per booking

**Conference Interpreting:** **10%** of total fee per booking will be charged and Payment of 1 hour per conference day preparation time per interpreter will be required for each conference assignment

- **Travel costs :**

Venues 40 kms or over from Melbourne CBD will incur a travel charge at the normal hourly rate and 50 cents per km mileage fee to cover the interpreters travel time and expenses.

- **Cancellations :**

Full payment will be required for any cancellations received less than one full business day (E.g. 8.00am - 6.00pm) prior to the commencement of an appointment. (Weekends and public holidays are not deemed as business days). E.g. an appointment commencing at 10.00am cannot be cancelled at 9.00am the day before as one full business day has not been given.

Following Occupational Health and Safety standards, in the event that two interpreters are booked for an assignment and one of the interpreters cannot attend for any reason, the remaining interpreter is not necessarily required to continue with the assignment alone. If this situation arises, the interpreter must contact Echo Interpreting immediately! If Echo Interpreting believes that by continuing with the assignment alone there is a risk of injury the interpreter is permitted to leave the assignment and will be paid the full interpreting fee.

Where a client has failed to arrive within 30 minutes of the assignment start time, the interpreter is required to ring the booking agency. If Echo Interpreting has not received notification of late attendance, the interpreter is permitted to leave the venue and the paying client will incur full costs.

- **Payment:**

Invoices are to be paid either by cheque made out to Echo Interpreting or directly into the nominated bank account within 14 days.

In the event that an interpreter, notetaker or participation assistant ever feels uncomfortable or threatened in an interpreting assignment Echo Interpreting encourages the interpreter to remove themselves from the situation immediately and contact the booking office for further instructions.