

## 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.

Bookings over 1 hour duration that involves 4 or more participants, may require a tandem interpreter to be booked for Occupational Health and Safety reasons and this will be at the discretion of Echo Interpreting.

Alternatively assignments consisting of large groups or complex information under one hour duration may also require a second interpreter and this too will be at the discretion of Echo Interpreting and will be negotiated at the time of booking. Up to 2 hour appointments will normally require two interpreters.

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.**

## Travel costs

Any assignment outside 40km from Melbourne CBD (calculated from Bourke Street) will incur travel time and mileage charges. Travel time is charged at the regular hourly rate and mileage is calculated at 66c per km.

An initial estimate of the travel time and mileage amounts is calculated using [www.whereis.com](http://www.whereis.com). This is done to give both Echo Interpreting and the client an estimate of the total costs involved. However if travel time and mileage amounts exceed the initial estimate due to road works, traffic, etc, the greater amount will be used to replace the initial estimate for invoicing purposes.

In the event that a booking has a scheduled length of less than 2 hours, any travel time will be deducted until the 2 hour minimum booking time is met. Thereafter any travel time will be paid in addition to the minimum 2 hour booking fee.

Echo Interpreting will always pay travel time and mileage to all interpreters/notetakers from the CBD to any job location outside 40km from the CBD, regardless of the interpreters' location.

## Cancellations

Full payment will be required for any cancellations received less than one full business day (Echo Office hours are 9.00am – 5.00pm Monday to Friday) 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 on a Thursday cannot be cancelled at 9.00am the day before as one full business day has not been given. The cancellation would have needed to occur prior to 5pm on the Tuesday, Wednesday 9am – 5pm would then be deemed as the "full business day" given prior to the scheduled appointment on Thursday.

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/notetaker/PA is required to ring the booking agency. If Echo Interpreting has not received notification of late attendance, the interpreter/notetaker/PA is permitted to leave the venue and the paying client will incur full costs.

## Interstate and country assignments

Any assignments that require either interstate or country travel and that include overnight stays, the paying client will incur accommodation costs, transfers, flights (if necessary) and fees will be calculated including all time spent travelling to and from destinations. This includes travelling from home to an airport (and return), time travelling in flight to a destination and return and all hours spent interpreting.

A daily allowance for taxi fares (if Necessary) and out of pocket meal expenses will also be charged for any meals not included throughout the assignment, this can be negotiated with Echo Interpreting at the time of booking.

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



# Schedule of Interpreting fees and conditions

**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: \$90.00 per hour (+ 10% GST) = Total \$198.00 (2 hr min including GST)

**After hours:** Minimum 2 hour booking \$100.00 per 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

### Theatre Interpreting:

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: \$45.00 per hour (+ 10% GST)

**After hours:** Minimum 2 hour booking \$50.00 per 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



# Schedule of Interpreting fees and conditions (continued)

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

## **PARTICIPATION ASSISTANTS**

Business hours:	8am – 6pm Monday - Friday
Minimum 2 hour booking:	\$47.50 per hour (+ 10% GST)
After hours:	Minimum 2 hour booking \$52.50 per 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

Appointments that cross over from standard hourly rate into the after hour rate will be charged as such  
E.g 7am -9am appointment will be charged as 1 hour standard and one hour after hours.

### **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.

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