

Anytime Auslan Gold Access Membership priority Auslan interpreting services.
Service available from 1st April 2024.

Unlock Priority Auslan Interpreting Services 24/7 introductory offer: \$99/month for first 3 months, then \$199/month.

- 24/7 access to booking officers and emergency interpreters.
- 10% discount on all bookings.
- Face-to-face and online interpreter options.
- NDIS Self & Plan Managed Participants welcome.

Service Inclusions!

Bookings officer is available 7 days a week for emergency and urgent bookings. Auslan and Deaf Interpreters provide face-to-face support and interpreting services for your booking 24/7. Opportunity to access online interpreters for times when face-to-face is not available.

While the membership itself is a base fee, it entitles you to discounted rates on all interpreter bookings. Your service and appointment will be our priority.

Each booking is an additional charge, but with the convenience of priority service and the advantage of discounted rates, making it a valuable investment for regular users.

Anytime Auslan are committed to providing solutions that match our qualified interpreters, to the needs of our community.

- Qualified, NAATI Certified interpreters
- Both onsite and online interpreting services tailored to your needs.
- Confidentiality and Professionalism
- Adherence to strict ethical standards.
- Flexible service provision

Billing

The NDIS line item that we claim against is "Low Cost AT – Communication or Cognitive Support 03_222100911_0124_1_1 Items to enhance communication or cognitive function costing less than \$1,500" month.

Total cost of subscription (including discounted first 3 months) \$2,088 per year.

Total cost of subscription (no discounts) \$2,388 per year

Discounts for subscription holders

10% discount on all bookings. When engaging our services, we will provide a 10% discount for all interpreting services.

Non-member interpreting services for 2 hours: \$271.35

Gold Member interpreting services for 2 hours: \$243.00 (Discount of \$27.35 per booking)

NDIA states in the pricing arrangement for [Subscription services](#):

In some cases, a provider may claim for a service agreed with a participant using a subscription model of payment. In these cases, the participant is paying to be able to use that service (on the terms/hours agreed) for the period of the subscription. **Subscriptions may only be used for the supply of the following supports: *Consumables* (Support Category 03) and *Assistive Technology* (Support Category 05).**

Frequently Asked Questions

If you have additional questions about Anytime Auslan's Gold Access Membership that aren't answered here, please reach out to the team at bookings@anytimeauslan.com.au

Is there guarantee for face to face or video interpreters?

We will endeavour to achieve onsite interpreters across Australia, however in regional and remote areas we also have online video interpreter team if no-one is available for onsite.

Is the membership fee the only fee I will pay?

The membership grants you priority and access to our 24/7 admin team and last-minute interpreting team, and reduced Interpreter rates. Thereafter there are standard interpreting rates to be charged with the applicable member discount.

What hours of interpreting does the membership include?

The membership grants you priority and access to our 24/7 admin and last-minute interpreting team. The membership does not include any interpreting but access to a bookings officer 7 days a week.

When using the service, standard interpreting rates will be charged with the applicable member discount.

Are interpreters on standby?

No, we have a dedicated emergency 24/7 interpreting team that your booking request would go out to.

Can I use this service for Deaf Interpreters too?

Yes, we have a dedicated emergency 24/7 interpreting team that does include Deaf Interpreters.

Can I access this service with my NDIS?

NDIS can cover the costs of subscriptions for this membership program. Currently this service is exclusively available to NDIS members only, for corporate membership please get in contact with us. We cannot provide services for NDIA Managed Participants.

Can I still use Anytime Auslan interpreting services if I do not have a membership?

Yes, we will endeavour to respond to emails and bookings for non-members between Monday – Friday 8-5pm (our general business hours). There will be no discount for participants without a membership.

Gold Members will receive responses and bookings outside of these hours.