

Terms & Conditions



Booking terms

All bookings have a minimum payment of 2 hours, if booking is extended, we charge in 15-minute intervals.

Cancellations

If a booking is cancelled within 2 days (48-hours) the full fee is still chargeable. Weekends and public holidays are not included in this period (unless a Gold Member and you can take advantage of our 24/7 service). This does not include any travel time, unless cancelled on arrival. If you need to cancel or change your booking, email bookings@anytimeauslan.com.au

If the Deaf Participant or professional fails to attend or make contact within 30 minutes of the booking starting, or booking finishes early, the interpreter will be released from the booking, and the full fee is payable.

Interpreter Workplace Health and Safety

Any booking over 1 hour duration that involves large groups or complex information, may require a second interpreter or third interpreter. This is for Occupational Health and Safety reasons and dependent on the specific booking. Interpreters work in tandem to ensure accuracy, minimal interruption and prevent injury. Interpreters will work in a team and alternate every 15 to 30 minutes depending on each situation.

Anytime Auslan employs NAATI certified interpreters only.

Determination of Additional Interpreters

Each booking is different; we negotiate on a case-by-case basis when working out how many interpreters are required. Ensuring the safety for both our staff and customers is important to us before a booking is allocated to an interpreter, we may ask you additional questions about the people involved the location of the booking. If the interpreter does not feel safe for any reason after arriving at a booking, they will have the right to remove themselves from the location of the booking and you will still be charged. If there are any safety or health concerns, we can provide an online interpreter. For further information on whether the booking requires additional interpreters contact bookings@anytimeauslan.com.au.

*Updated 01/07/24

Allocation process

When placing a booking our booking officers or always try and fulfil every request by contacting all local interpreters and then if no one is available they will discuss potential travel costs with you before sourcing interpreters from further away. Alternatively using video interpreting if there are no local interpreters available. This is due to a national shortage of Auslan Interpreters.

Change of booking address

If the address of an onsite booking changes within 48 hours of the booking start time and the new address is more than 15 minutes away from the original booking you will still be charged if the interpreter is not available to attend the new location

NDIS Customers

Our rates are based on a Consumables line item. If you don't have Consumables in your plan or they have run out, you can agree that other line items may be used, however, the price may vary in accordance with the NDIS price guide. By accepting this, you agree to be liable to pay for services provided to you if your NDIS fundings run out.

Payments

Anytime Auslan will forward all invoices after each service has been provided. The payment terms for invoices are 14 days from the invoice date. We appreciate prompt payment of your account. If this cannot be achieved, please feel free to contact our finance department at accounts@anytimeauslan.com.au