Sweeney Interpreting

Fee Increase for Interpreting Services

Effective 19 October 2022

Sweeney Interpreting fees will increase from 19 October 2022.

Our new fee schedule can be viewed on pages 3 and 4.

1. Existing Bookings

If you have already bookings that will happen on or after 19 October 2022 – the new fee will be charged.

2. Bookings Cancellations

If you would like to cancel your bookings, you can do this but you need to cancel them at least 24 business hours prior to the job start times.

3. Cancellation Policy

It is preferable that bookings are cancelled online at www.sweeneyinterpreting.com.au > Book Now.

If you wish to cancel via our Bookings Office (by SMS, email, etc), our hours are 9.00am to 4.00pm weekdays except for public holidays occurring in NSW. Please keep our office hours in mind against your bookings' start times.

For bookings not cancelled within 24 hours of the job start times, the full fee will be charged.

This cancellation notice will also apply to our new SweeneyApp booking system, when it is released.

4. Bookings with Quotes

If you have accepted a quote for your bookings occurring on or after 19 October 2022, we will honour the quoted fee.

5. Bookings - additional services/charges

a) Number of interpreters

Usually, two interpreters are needed if the booking assignment is more than an hour.

Additionally, at times, two interpreters are needed for a booking under 1 hour where the job is dense or has many people involved.

The bookings team will work with you to ensure that you have the right intepreter/s for each booking.

b) Bookings that are live streamed and/or recorded

If your booking is to be livestreamed and/or recorded - we must know ahead of time so that we can let the interpreters know. If we are not aware of bookings with live streaming and/or recording, the interpreters reserve the right not to do the job, however we may still charge you for the booking.

c) English<>Auslan translations + performance interpreting

Please contact our booking office to discuss your needs.

d) Travel charges

There may be additional charges if your booking location is more than 100km return, from the interpreter's residence. Charges include travel time and per kilometre. Accommodation and meal allowances may also be charged if needed.

You can ask for a quote for bookings with travel charges.

e) Technical checks/ early arrivals

If you need the interpreters to arrive 30 min before the start of your event or you need technical checks done in preparation for your event, please let us know in advance- there may be an additional charge for this.

6. New fees effective on and from 19 October 2022

All fees are ex-GST. GST is 10%. NDIS related bookings do not attract GST.

INTERPRETING TYPE: Face to face (onsite)	MINIMUM CHARGE PER INTERPRETER (UP TO 2 HOURS)	HOURLY RATE THEREAFTER (CHARGED IN 15 MIN INCREMENT	NOTES
Fees listed below are for fee-for-service (FFS) and EAF unless specified as NDIS bookings.			
Business hours	$230.00	$115.00	Mon – Friday 8am-6pm

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After hours (booked during business hours)	$250.00	$125.00	Mon- Friday 6pm-8am
Saturdays	$250.00	$125.00	All day
Sundays	$285.00 NDIS - $271.44	$142.50 NDIS - $135.72	All day
Public holidays	$285.00 NDIS - $271.44	$142.50 NDIS - $135.72	All day
After hours: Direct bookings via APP in non- business hours	$300.00	$150.00	Using the SweeneyAPP to make bookings after business hours or weekends.
INTERPRETING TYPE: Video Remote interpreting VRI	MINIMUM CHARGE FOR ONE INTERPRETER (UP TO 1.5 HOURS)	HOURLY RATE THEREAFTER (CHARGED IN 15 MIN INCREMENTS)	
Fees listed below are for fee-for-service (FFS) and EAF unless specified as NDIS bookings.			
Business hours	$172.50	$115.00	Mon – Friday 8am-6pm
After hours	$187.50 NDIS - $177.72	$125.00 NDIS - $118.48	Mon- Friday 6pm-8am
Saturdays	$187.50	$125.00	All day

	NDIS - $177.72	NDIS - $118.48	
Sundays	$187.50 NDIS - $177.72	$125.00 NDIS - $118.48	All day
Public holidays (note min. 2 hours booking)	$187.50 NDIS - $177.72	$125.00 NDIS - $118.48	All day
After hours: Direct booking via APP in non- business hours (note min. 2 hours booking)	$225.00	$150.00	Using the SweeneyAPP to make bookings after business hours or weekends.

7. Enquiries

a) bookings@sweeneyinterpreting.com.au

b) SMS 0427 755 753 (no videos or images on this number)