Interpreting and Translating Services
15 October 2017 to 14 October 2020
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About this CUA

Contract essentials

<table>
<thead>
<tr>
<th>Contract name and number</th>
<th>Interpreting and Translating Services – CUAITS2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract term</td>
<td>15 October 2017 – 14 October 2020</td>
</tr>
<tr>
<td>Status</td>
<td>This Common Use Arrangement (CUA) is non-mandatory.</td>
</tr>
<tr>
<td></td>
<td>In accordance with State Supply Commission policy, agencies can buy outside of this CUA and directly source from an Australian Disability Enterprise (ADE) or Aboriginal Business in full.</td>
</tr>
<tr>
<td></td>
<td>For more information and to connect with an ADE or Aboriginal Business, please see the following links:</td>
</tr>
<tr>
<td></td>
<td><a href="#">Australian Disability Enterprise</a></td>
</tr>
<tr>
<td></td>
<td><a href="#">Aboriginal Business</a></td>
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</tbody>
</table>

| Categories              | Category A: Culturally and Linguistically Diverse Languages |
|                        | Category B: Aboriginal Australian Languages |
|                        | Category C: Australian Sign Language (Auslan) |

Applicable GCOC  General Conditions of Contract (December 2016)

Contract manager

Robert Mayne
Procurement Officer
Phone: (08) 6551 1317
Email: robert.mayne@finance.wa.gov.au

Address:
Government Procurement
Level 4, 16 Parkland Road
OSBORNE PARK, WA 6017

Last updated: 11 June 2019
What’s on offer?

Service description and categories

This CUA includes interpreting and translating services for the following three categories:

- Category A: Culturally and Linguistically Diverse Languages
- Category B: Aboriginal Australian Languages
- Category C: Australian Sign Language (Auslan)

The languages available under this CUA are listed in an eDecision Aid, however contractors in category A are not limited in the number of languages they can provide.

Interpreting services

Interpreting involves conveying oral or signed messages or statements from one language into another with accuracy and objectivity to enable communication between parties who use different languages.

This CUA includes the following interpreting services:

- on-site (face-to-face)
- telephone
- video conferencing including visual media such as Skype.

For lengthy or complex interviews, it is recommended to engage the services of an on-site interpreter.

Translating services

Translating involves making a written transfer of a message or statement from one language to another with accuracy and objectivity to enable communication between parties who use different languages.

Translation may include materials such as business cards, business proposals, financial documents, policy documents, legal documents, marketing materials and medical and pharmaceutical documents.

You can ask for a certificate that a translation is accurate and faithful to the best ability of the translator.

The contractors offer a range of translation services, including:

- basic or draft translation (for information only)
- checking and verifying accuracy of draft translations
- editing translations for publication
- proofing text to detect typographical errors.

Additional translating services may include:

- certification that a translation is accurate and faithful to the best of the ability of the translator or contractor
• multi-lingual desktop publishing (creation of documents through graphic design) incorporating: translation, checking text, editing text, print design and typesetting (does not include arranging printing)
• on–site translation
• preparation of transcripts and translation of non-English language audio and visual recordings
• scripts for audio-visual narration or voice over
• translation of existing web pages, or completely new web page design, which may require use of programming languages such as HTML, Java, SGML, or XML, and graphic conversion.

A translation must be ‘fit for purpose’, meaning it is the most suitable for its intended use.

Credentials

It is your responsibility as a customer to make sure that language services personnel have appropriate credentials and/or qualifications wherever possible.

In the first instance, contractors must seek to provide interpreters and translators who hold relevant qualifications or accreditation.

In the absence of formal qualification or accreditation, contractors may provide language assistance from personnel who hold relevant Statement of Attainment from a Registered Training Organisation (RTO) such as North Metropolitan TAFE, or who are recognised by NAATI.

The Western Australian Language Services Policy (2014) requires that all cases where a competent interpreter or translating service has not been used, details of the decision and the reasons for using non-qualified or untrained interpreters need to be justified and must be documented. For further information, please contact the Office of Multicultural Interests.

Out of scope activity

This contract does not include relay interpreting requests.

Last updated: 3 July 2019
What are the buying rules?

To keep in mind before you buy

Although this CUA is non-mandatory, you are strongly encouraged to use this contract. It is intended in the first instance that you use the CUA contractors, however where this is not practical or reasonable for operational purposes, you may buy outside the contract.

You can pick and buy interpreting and/or translating services from the CUA contractors without calling quotes if the total value of the purchase is less than $250,000. Where the total value of services required exceeds $250,000, you must seek quotes from all contractors within a category.

Do not hesitate to negotiate with the potential contractor(s) on quoted rates and/or services before finalising the order.

Policy requirements

Buyers should be aware of the following requirements under State Supply Commission policies and Treasurer’s Instruction 820, and whether or not they are applicable to purchases from this CUA:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Applicable to purchases made under this CUA?</th>
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<tbody>
<tr>
<td>Buyers must publish details of their purchase, or any variation to any purchase under this CUA, on TendersWA.</td>
<td>No, not required for purchases made under this CUA.</td>
</tr>
<tr>
<td>Buyers must record the purchase on the agency’s contract register, as instructed within the buying agency’s financial management manual.</td>
<td>No, not required for purchases made under this CUA.</td>
</tr>
<tr>
<td>Buyers must submit a procurement plan and a contract management plan to the State Tender Review Committee.</td>
<td>No, not required for purchases made under this CUA.</td>
</tr>
<tr>
<td>Buyers must submit an evaluation report and any contract variation memo(s) to the State Tender Review Committee.</td>
<td>No, not required for purchases made under this CUA.</td>
</tr>
<tr>
<td>Buyers must involve the Department of Finance</td>
<td>No, not required for purchases made under this CUA.</td>
</tr>
<tr>
<td>Buyers must obtain approval from an authorised officer of the Department of Finance to purchase through an alternative arrangement to this mandatory CUA.</td>
<td>No, this is not a requirement. Please note that public authorities are not required to request advice or approval from the Department of Finance, regardless of value, when seeking an exemption from the minimum requirements of the Open and Effective Competition Policy and the use of mandatory Common Use Arrangements for a purchase from an ADE or an Aboriginal Business.</td>
</tr>
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Last updated: 11 June 2019

Department of Finance #02584237
Who are the contractors?

A choice of contractors for you to select from

The matrix below lists all contractors on the CUA and the services they have been contracted to provide.

Please refer to the What's on offer? section for information on categories.

Please ensure you elect the appropriate contractor to meet your requirements, noting some contractors specialise in specific languages and/or service types.

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Category A</th>
<th>Category B</th>
<th>Category C</th>
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<tr>
<td>Aboriginal Interpreting Western Australia Aboriginal Corporation (AIWAAC)</td>
<td></td>
<td>(T) (I)</td>
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<td>All Graduates Interpreting and Translating</td>
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<tr>
<td>Aussie Translations</td>
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<td></td>
<td></td>
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<tr>
<td>Taunggyi Pty Ltd</td>
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<tr>
<td>Japan Australia Word Services Pty Ltd</td>
<td>(T) (I)</td>
<td></td>
<td></td>
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<tr>
<td>Language Partner Pty Ltd t/a eTranslate</td>
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<tr>
<td>ONCALL Interpreters &amp; Translators</td>
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<tr>
<td>Perdaman Global Services t/a Translators International</td>
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<td>TIS</td>
<td>(I)</td>
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<tr>
<td>Virlina Yoman</td>
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<td>VITS Australia</td>
<td>(T) (I)</td>
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<td>WA Interpreters Pty Ltd</td>
<td>(T) (I)</td>
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<td>(T) (I)</td>
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<tr>
<td>Access Plus WA Deaf</td>
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<td>(T) (I)</td>
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Note: T = translating services, I = Interpreting services
Aboriginal Interpreting Western Australia Aboriginal Corporation
(Formerly t/a KIS Aboriginal Corporation)

Aboriginal Interpreting Western Australia Aboriginal Corporation (AIWAAC) formerly trading as Kimberley Interpreting Service Aboriginal Corporation (KISAC) is an Aboriginal corporation incorporated under the requirements of the Registrar of Indigenous Corporations. Board members are required to be active interpreters and the corporation is governed by a board that is representative of the whole of WA where interpreting work is carried out.

The service is available anywhere there is a requirement for interpreters relating to an Aboriginal language that is spoken in Western Australia. The service maintains offices in Broome and Fremantle. Staff travel within WA or interstate as required.

AIWAAC is the only specialist Aboriginal language interpreting service in WA. The service is active in promoting the need for interpreters within the Aboriginal community, service providers and government agencies.

AIWAAC will provide assistance to source the best possible service relating to any Aboriginal language that originates within the geographical boundaries of Western Australia. Wherever possible, this will be carried out between English and the first or preferred language of the Aboriginal language speaker.

Aboriginal language interpreters are a limited resource. Customers are encouraged to give as much notice of assignments as possible. (For example, good notice is often provided in superior courts, arrangements can then be made for long criminal trails as interpreters can make arrangements to be away from home for the duration of the assignment).

For matters in Magistrate’s Courts in the regions AIWAAC can often predict needs around circuit schedules and local knowledge.

Where assignments relate to active Police work or hospital emergency departments or other areas where scheduling is not possible AIWAAC collaborates with customers to offer the most suitable service that can be made available at the time.
All Graduates Interpreting and Translating Service (All Graduates) is an independent, privately and 100% Australian-owned small-medium business enterprise, and a leading provider of interpreting and translating services.

Our interpreting services are delivered face to face, via telephone or via video conference, providing approximately 24,000 on-site (face-to-face) and approximately 75,000 telephone – interpreting assignments each year to over 1,000 organisational contacts.

All Graduates is an approved provider to the Western Australian government under the Common Use Arrangement for Interpreting & Translating Services, providing well qualified interpreters to support the CUA’s requirements, in line with the standards set by the National Accreditation Authority for Translators and Interpreters (NAATI) along with being preferred provider to many local, state and commonwealth government departments across Australia.

All Graduates’ prominence in the translating and interpreting field is facilitated by our innovative service model including our on-line booking system which received the inaugural Industry Excellence Award from the national professional body AUSIT (Australian Institute of Translators and Interpreters) in 2004.
Aussie Translations has over 10 years’ experience in providing the translation services of NAATI-accredited translators across Australia, especially across Western Australia.

Aussie Translations began translation practice in 2005, and steadily developed this until 2008 when the first related entity was registered. Since then, Aussie Translations has grown to become one of Australia’s leading NAATI-accredited translation service providers for both the public and private sectors. With sales of AU$2.0M in the 2016–2017 financial year, and projected sale of AU$3.2M in the 2017–2018 financial year, is now positioned amongst the largest language service providers in Australia.

The Respondent delivers translation services Australia-wide electronically and by post (with full coverage across Western Australia), and maintains a street office in Brisbane, and a mail processing office in Sydney.

Aussie Translations has over 10 years’ experience in providing the translation services of NAATI-accredited translators across Australia, especially across Western Australia. In that time, the Respondent has provided translation services to a wide range of clients, from contracts under tender for large government entities, to >100,000 individuals with translation needs, translating services Australia-wide electronically and by post (with full coverage across Western Australia), and maintains a street office in Brisbane, and a mail processing office in Sydney.
Taunggyi Pty Ltd
Formerly t/a Burmese Interpreting and Translating Services

Contact Name: Khin Myo Myint  Phone: (08) 9310 1777
ABN: 30 163 977 580  ACN: 163 977 580  Address: 7 Mosey Court, Bull Creek WA 6149
Email: burmese.interpreters@gmail.com  Website: n/a

Taunggyi Pty Ltd specialises in Burmese languages and dialects and other languages as listed below.

Taunggyi Pty Ltd formerly trading as Burmese Interpreting and Translating Service (BITS) endeavours to provide a high quality service that is professional, ethical and reliable. We offer qualified, well trained interpreters in a range of languages to ensure effective communication between you and your clients. We also offer translation services in a limited range of languages. The translation work is undertaken by highly qualified and/or NAATI accredited practitioners. All of our interpreters have undergone rigorous training and many are graduates of the nationally recognised Diploma of Interpreting or Advanced Diploma of Interpreting. Many also hold NAATI credentials.

Taunggyi Pty Ltd is an ongoing small business is located in Perth, Western Australia operated originally with Burmese Interpreting and Translating Service who held Diplomas of Interpreting, Health Interpreting Certificate and Mental Health Interpreting Certificate. Taunggyi Pty Ltd has incorporated other languages such as Karen, Thai, Mandarin and Cantonese and from January 2009 French, Dari, and Vietnamese were recruited. Other languages, Amharic, Arabic, Chin, Dinka, Farsi, Gujarati, Hazaragi, Hindi, Indonesian, Japanese, Kayah, Kirundi, Kinyarwanda, Kiswahili, Korean, Luganda, Malay, Malayalam, Oromo, Pashto, Somali, Sudanese Arabic, Swahili, Tagalog, Tamil, Tigrinya, Tigre, Urdu were added to the list since 2010.

In 2014 BITS registered as a private company, Taunggyi Pty Limited trading as Burmese Interpreting and Translating Services (BITS) and it continues to function as an effective timely supplier of IT services to our customers.
Interpreting and Translating Services – CUAITS2017

Japan Australia Word Services Pty Ltd

The company’s business model is to create, coordinate and quality control the work of teams of practitioners. Services are offered in Japanese, Chinese and English by our network of local personnel, with subject-specific support from interstate or overseas as necessary.

Contractor profile

Japan Australia Word Services Pty Ltd has been trading since 1984. We provide services in many fields and at many levels for commercial, professional and national, state and local government clients, in Australia and Japan.

In interpreting, our policy is to assign trained interpreters. We are meticulous about:

- matching interpreters to jobs
- making sure - in so far as possible - that interpreters are not placed in situations that are beyond their competence
- supporting interpreters (and you) to achieve optimum communication.

Interpreting expertise:

- court and legal interpreting
- diplomacy and bilateral engagement at federal, state and local government levels
- agriculture and fisheries; media; resources; tourism.

Our approach to translation is distinct from the labour hire model. We do not rely on the idiosyncrasies of individual freelance translators. We deliver turn-key products.

Our teams craft documents to their end use for the target audience and purpose.

As in a publishing company, draft translations are checked for accuracy, edited and finalised by a quality control team, coordinated and supervised in Perth.

Translating expertise:

- publishing quality material for release in print, online, or audio-visual formats
- highly accurate material for evidence, or in satisfaction of government and legislative requirements
- fast turnaround, economical translation for information only, such as in case preparation.

Contact Name: Heather Glass
Phone: (08) 9371 7800
ABN: 88 009 222 351
ACN: 009 222 351
Address: 25 Leake Street, Bayswater WA 6053
Email: jaws@iinet.net.au
Website: n/a

Department of Finance #02584237
eTranslate
Legal entity name is Language Partners Pty Ltd

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Wayne Tseng</td>
<td>(03) 9830 7230</td>
</tr>
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<tr>
<th>ABN</th>
<th>ACN</th>
<th>Address</th>
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<tr>
<td>56 104 043 610</td>
<td>143 718 718</td>
<td>759 Riversdale Road, Camberwell East, VIC, 3126</td>
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<table>
<thead>
<tr>
<th>Email</th>
<th>Website</th>
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<tbody>
<tr>
<td><a href="mailto:info@etranslate.com.au">info@etranslate.com.au</a></td>
<td><a href="http://www.etranslate.com.au">www.etranslate.com.au</a></td>
</tr>
</tbody>
</table>

eTranslate is a translation and multicultural communication company. We are customer oriented and with high quality control. As a translation company, we are not only able to deliver professional interpretation and translation services; we also provide typesetting, audio transcribing, web publishing, mobile device publishing, audio recording, translation proofreading and independent checking. We have extensive experiences in delivering language products to various State and Commonwealth government departments across Australia.

We cover 120 CaLD languages. We can provide professional translation and interpretation services. At all times, only can accredited NAATI Level 3 translators perform the translation and review. All sources are reviewed by our subject matter experts who have extensive experience in translation for government agencies. All our work goes through a three point check quality assurance process, during which we ensure the following:

- Make sure the translation accurately represents the original meaning of the source documents. Avoid any possible misunderstandings and misinterpretations.
- Make sure the translation is grammatical mistakes free.
- Make sure the expressions and sentence structure is compatible with the target language habit and cultural context.
- Make sure the style is compatible with the target audience.
- Make sure the translation is fluent and easy to understand.

eTranslate can also provide professional multilingual desktop publishing and multimedia production. Our typesetting and production capacities include:

- Indesign and entire Adobe Suite typesetting;
- Digital contents typesetting and production which include websites, CMS, mobile apps, animated banners etc.
- Multimedia production which includes video voice over, subtitling, voice announcement recording, radio recording and many more.
ONCALL Interpreters & Translators

Mr Ari Pappas  (08) 9225 7700 or 0419 755 930  Fax: 9225 7788

50 151 001 777  151 001 777  Level 2, 150 Albert Road, 
South Melbourne VIC 3205

bookings.wa@oncallinterpreters.com  www.oncallinterpreters.com.au/

ONCALL has an extensive pool of approximately 4,500 NAATI (National Accreditation Authority for Interpreters and Translators) accredited interpreters and Translators. New state-of-the-art booking system and online portal, as well as our technological achievements, namely ONCALL’s Video Remote Interpreting facility.

ONCALL was established with the primary objective of providing professional language services utilising the most qualified and experienced interpreters and translators available, providing interpreting and translating services to various public and private sector clients across all service industries Australia-wide. The depth of experience we have built up during our relationship with clients over the years has enabled ONCALL to provide guidance and assistance in increasing the efficiency and quality of interpreting and translating services.

Currently, ONCALL Australia-wide services approximately 40,000 interpreting assignments on average per month. It boasts an extensive pool of approximately 4,500 NAATI (National Accreditation Authority for Interpreters and Translators) accredited interpreters and Translators.

Through our new state-of-the-art booking system and online portal, as well as our technological achievements, namely ONCALL’s Video Remote Interpreting facility and soon-to-be-launched IVR Telephony system, ONCALL is in a position to provide Interpreting Services and Translating to all locations, whether metropolitan or regional, within the State of Western Australia.

ONCALL carries a full range of insurance including Workers’ Compensation, Public Liability and Professional Indemnity. ONCALL meets all of its governance and statutory requirements and is proud of and committed to maintaining its ISO 9001 accreditation. We received re-certification in June 2016, and we are currently bringing in line its processes with the recently released ISO 9001:2015 standards documentation, further ensuring transparency, consistency and the highest standard of service, focussing on risk minimisation and quality.

ONCALL Accepts credit card / purchasing card.
Perdaman Global Services
Formerly t/a Translators International

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Jody Ross</td>
<td>(08) 9429 5111</td>
</tr>
</tbody>
</table>

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<tr>
<th>ABN</th>
<th>Address</th>
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<tbody>
<tr>
<td>15 615 139 396</td>
<td>Level 17, 58 Mounts Bay Road, Perth WA 6000</td>
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Perdaman Global Services has recently acquired Translators International which had been owned and managed by the same team of professionals since its inception in 1983.

The physical location of the company reflects an understanding of the importance of being close to its client base and allowing for easy access to the office facilities by the clients, by being located in the central business district of West Perth.

Providing translating and interpreting services to individuals, the business sector and government agencies.

Perdaman Global Services offers a comprehensive service of the highest quality, and work is done quickly, accurately and confidentially by highly trained translators. We also have a team of legal, medical, engineering and technical experts who provide support for our translators in a range of specialist areas. This ensures the most accurate translation of highly specialised and technical terms and

We translate a large variety of documents, including: *Personal and immigration documents; i.e. education and work documents, birth, marriage and divorce certificates, police clearance documents and so on, *Court/legal documents, *Technical manuals, *Information brochures and pamphlets, *Travel insurance reports and claims, *Tourism promotional materials
TIS National

TIS National has access to over 3,000 contracted interpreters across Australia speaking more than 160 languages. TIS National operates 24 hours a day, every day of the year and our interpreting services are available to any person or organisation in Australia.

TIS National is capable of supplying immediate phone interpreting, automated voice-prompted immediate phone interpreting (ATIS), Pre-booked phone interpreting, and on-site interpreting. TIS National’s Immediate phone interpreting service (131 450) can be accessed for the cost of a local call for any person or organisation in Australia who needs an interpreter.

TIS National has worked with the Department of Finance to establish a number of TIS National client codes relating to various sections and departments in the WA State Government. Information relating to TIS National client codes can be sourced from a dedicated account manager at TIS National through the contact details above or obtained from the Procurement Officer within the Department of Finance WA.

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

With more than 50 years of experience in the language industry, TIS National is a reliable source for the provision of interpreting services in more than 160 languages to any organisation or individual in Australia.

TIS National will attempt to connect a NAATI accredited interpreter in the very first instance of any interpreting request, where the language requested is supported by NAATI.

Please follow these instructions to book a pre-booked telephone interpreter, using our immediate telephone interpreting services or Automated Telephone Interpreting Service (ATIS).

Please follow these instructions to book an on-site interpreter.
Virlina Yoman

Specialist in Bahasa Indonesia and other Indonesian dialects.

Virlina is a sole trader and has been active in the interpreting and translating services industry for seven years in Australia and eight years in Indonesia as a translator. Virlina holds a Bachelor degree in Business Administration and Nursing and holds a NAATI accredited Interpreter and Translator at the Professional level.

As an accredited NAATI Interpreter and Translator, Professional level any with extensive experience, Virlina assures clients of quality service. Virlina abides by the AUSIT Code of Ethics. Virlina’s had previously provided interpreting services to the Commonwealth Directors of Public Prosecution, Australian Federal Police, Department of Human Services (Centrelink) and many others. From experience in dealing with Indonesians, Virlina had developed an information sheet about the languages and dialects of Indonesia which will be provided in advance, as well as the cultural/social/ and linguistic differences between Indonesia/Australia and Indonesian versus English. This method avoids potential pitfalls, misunderstandings and mistakes.

Virlina accepts bookings on short notice for either onsite or telephone interpreting.

Languages available are Bahasa Palembang and Indonesian. Virlina has work at various major immigration processing facilities such as Christmas Island, Darwin and has area of expertise in social, legal, medical, and the people Virlina interpret for include humble Indonesian fishermen, through to media publicized actor and high-ranked government officials and diplomats. Virlina is a Registered Nurse which provides an added advantage in specialized medical field and insight into how the health system works when performing health interpreting assignments.
VITS Australia

VITS has an established database of over 2,000 contract interpreters and translators across Australia, covering over 160 languages ensuring that VITS is able to meet the diverse needs of its many clients.

VITS, the Victorian Interpreting & Translating Service, is a Victorian Government owned Government Business Enterprise, with over 35 years' experience as a specialist language service provider.

We have a long history of providing language services to culturally and linguistically diverse (CALD) Victorians, having evolved from the Victorian Ethnic Affairs Commission, established in 1978.

We compete in an open market with other commercial language service providers for both clients and specialist language service practitioners.

Employing information technology as our key business driver is critical for VITS’ innovation strategy. Our use of IT to date has resulted in a unique range of solutions, all designed to assist clients delivering premium services to CALD consumers in an effective and efficient manner.

A measure of our disciplined focus and our commitment to maintaining high standards in the delivery of our services is our policy to recruit and provide Professional level NAATI accredited interpreters and translators wherever a language is tested to this level – an increasingly important competitive edge in a growth industry.

An established database of over 2000 contract interpreters and translators across Australia (over 80% based in Victoria), covering over 160 languages including Auslan, ensures that VITS is able to meet the diverse needs of its many clients.

Our current clients include Victorian Government departments and agencies, Federal Government departments and agencies, non-profit and community based organisations, as well as small to large commercial entities.

Contact Name | Phone
--- | ---
Czarina Howells | (08) 6246 4700 0400 881 858

ABN | Address
--- | ---
50 664 505 657 | L25, 108 St Georges Terrace, Perth WA 6000

Email | Website
--- | ---
czarina.howells@languageloop.com.au | www.languageloop.com.au
Access Plus WA Deaf
Formerly Sign Language Communications WA
(WA Deaf Society)

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Damian Thorp</td>
<td>08 9441 2623</td>
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<tr>
<td></td>
<td>08 9441 2655</td>
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<tr>
<td>18 317 780 170</td>
<td>34 Dodd Street, Wembley WA 6014</td>
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Access Plus WA Deaf formerly trading as The WA Deaf Society (WADS) is a not for profit organisation established in 1921 to meet the needs of deaf and hard of hearing people. The Access Plus WA Deaf exists so that deaf and hard of hearing people can experience full citizenship and enjoyment of life. Consideration of the human and linguistic rights of the deaf community is paramount in the values of the Access Plus WA Deaf and in all aspects of service provision.

Access Plus WA Deaf has been providing Auslan interpreting services on a professional basis for over 40 years. For many years, Access Plus WA Deaf has provided professional services to Western Australian Public Authorities and supports their commitment to provide accessible and responsive services to all Western Australians in line with the WA Language Services Policy (2014).

Western Australian Public Authorities can be confident that all interpreter booking requests received by Access Plus WA Deaf are processed in accordance with National Disability Service Standards. All deaf clients are encouraged to provide the names of at least 3 preferred / compatible interpreters to ensure that they are receiving a service with which they feel comfortable. In order to assist Western Australian Public Authorities to establish the names of preferred / compatible interpreters for their deaf clients, a Visual Directory of Interpreters has been developed which includes pictures of the interpreters on the Access Plus WA Deaf registry. The Visual Directory is available on the Access Plus WA Deaf’s website or alternatively a copy can be emailed or faxed to a requester as the need arises.

In recognition of the often complex and sensitive situations that typically occur during emergency appointments e.g., police, medical interpreting, requests for an emergency interpreter will only be responded to by appropriate interpreters from the Access Plus WA Deaf registry. All interpreters attending emergency requests must have NAATI accreditation and have held that for a minimum of 2 years and have undertaken a minimum of 300 hours community based interpreting.
WA Interpreters Pty Ltd

WA Interpreters has the largest and most diverse database of language personnel in Western Australia.

WA Interpreters is a proprietary limited company is WA based and owned and is focused exclusively on the delivery of high quality interpreting and translation services mainly in Perth, Western Australia.

The business is based in Perth and predominantly serves the local market however WA Interpreters can provide services anywhere in Western Australia either on-site or through telephone or teleconferencing.

Since its inception in 2005 WA Interpreters Pty Ltd has rapidly expanded its operations and is now providing language services to major hospitals in Western Australia e.g. Royal Perth Hospital, Osborne Park Hospital, Sir Charles Gardiner Hospital, St John of God Hospital (Murdoch, Mt Lawley, Midland and Subiaco campus), KEMH and PMH, Disability Services Commission, Bentley Health Service.

WA Interpreters has the largest and most diverse database of language personnel in WA. Where we have no personnel who speak a language locally, we source personnel from our contacts in the eastern states and provide the service via teleconferencing. Examples of situations where this has occurred in the past are languages such as with Samoan, Khmer and Rohingya. We do not use any overseas workers to provide interpreting or translating services, unless they have obtained Australian qualifications (NAATI) credentials.

Accepts credit card / purchasing card.

Last updated: 11 July 2019

Contact Name: Ella Davies  Phone: (08) 9361 3248

ABN: 56 115 979 569  ACN: 115 979 569  Address: PO Box 1119 East Victoria Park 6981

Email: admin@wainterpreters.com.au  Website: http://wainterpreters.com.au
Making the most of this contract

Buying tips

- Read the Language Services Policy 2014 before placing an order.
- Make sure you provide the contractors with appropriate information to enable them to gain an appropriate understanding of each assignment.
- Make sure you use the Order Form from ContractsWA and avoid using forms from individual contractors’ websites.
- Before signing anything, contact the contractor to confirm pricing. Make sure this matches the price schedule to avoid being surprised by unexpected additional costs (for example, the cost of domestic travel when an interpreter needs to travel to Western Australia).

Last updated: 11 July 2019
What will it cost?

Pricing and payment options

Pricing

Buyers should view the Price Schedule to obtain prices for the items they require. Where more than one contractor is appointed to a category or sub category, buyers can evaluate which contractor represents best value for money for their needs, then contact the contractor to make their purchase.

Where you have specialised or long term requirements that may involve significant travel, accommodation and/or other cost factors, additional pricing will be applicable.

Payment by Purchasing Card

The government Purchasing Card offers a quick and convenient method of payment allowing many goods and services to be efficiently purchased.

Always remember to inform the supplier that you will be paying by government Purchasing Card, at the time of ordering the product or service, and ensure they clearly understand that they must send the tax invoice directly to you, the cardholder.

Last updated: 11 June 2019
How do I buy?

Step by step buying process

Prices for this Common Use Arrangement (CUA) are fixed so buyers can pick and buy the specified products from the contractors without calling quotes or tenders.

1. Put your requirements into the eDecision Aid to find out which contractors can meet your needs at which pricing OR review the Price Schedule and select (a) contractor(s).
2. Complete the Order Form.
3. Agencies that need to plan multiple interpreters appointments, may use the Multi Order Form.

Last updated: 11 July 2019
After I buy

Active contract management pays off

- Make sure you review the Price Schedule so you have an understanding of the potential additional charges relating to your order.
- Monitor that contractors are appointing a suitable interpreter for each assignment and ensure each translation they provide is fit for purpose.
- When you receive invoices, monitor that you are getting charged the correct rates.

Last updated: 11 July 2019
Contact us

Where to go for more information?

Contract manager details

Robert Mayne
Procurement Officer
Phone: (08) 6551 1317
Email: Robert.mayne@finance.wa.gov.au
Government Procurement
Department of Finance
4th Floor Optima Centre
16 Parkland Road
OSBORNE PARK WA 6017

Email subscription/circulars

To receive regular updates about this contract, subscribe to its Circular list.

Complimentary feedback and complaints resolution

Government Procurement aims to continuously improve the services it provides to customers and welcomes feedback on the level of satisfaction experienced under this contract or with the contractor(s) performance. If you are dissatisfied with the goods and/or service provided by the contractor or have any specific concerns, these should be discussed in the first instance directly with the contractor.

If the problem or issue is not resolved to your satisfaction, please log your complaints via Finance’s online Feedback Management System.

The online system provides for both complimentary feedback and complaint resolution considerations.

Last updated: 11 July 2019
Supporting information

Resources, forms and frequently asked questions

Resources
- eDecision Aid
- Price Schedule

Forms
- Order Form
- Multi Order Form

Frequently asked questions

Do I need to get quotes?
No. This CUA offers fixed prices for all services. However for ongoing service arrangements you may be able to negotiate lower prices through obtaining quotes.

Do I have to buy from this CUA?
No. This CUA is non-mandatory state-wide.

Which Terms and Conditions apply to this CUA?
Contractors have agreed to the Department of Finance’s (Finance’s) Request Conditions and General Conditions of Contract (December 2016). Do not agree or sign any alternative terms and conditions.

Which languages are within scope of this CUA?
Under Category A Contractors may provide services for any culturally and linguistically diverse languages or dialects. There is no limitation to the languages that may be engaged under this arrangement, however NAATI credentials are not available for all languages.

Under Category B any Australian Aboriginal languages may be offered, however you may wish to contact the contractor to confirm the current list of languages on offer.
Under Category C Auslan may be provided.

How do I know if an interpreter is needed?
Refer to Page 9 of the Office of Multicultural Interest’s (OMI) Western Australian Language Services Policy 2014. OMI also distributes the WA Interpreter Card which helps public sector staff identify the language for which a client requires an interpreter.

How can I receive updates about this contract, including any price changes?
Send your contact details in an email to the contract manager. Please include your name, agency title, job title, phone number and email address.

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