



## COMMUNITY RELATIONS COMMISSION For a multicultural NSW (CRC)

Level 8, 175 Castlereagh St, Sydney NSW 2000

# LANGUAGE SERVICES

### Who we are

Language Services is a division of the CRC. We provide a wide range of interpreting and translating services in over 85 languages to facilitate effective communication between clients who speak different languages. We are the principal provider of interpreting for state government agencies and legal interpreting services in NSW, providing services to Courts, Legal Aid, Community Legal Centres, Director of Public Prosecutions and Legal Practitioners. We also provide on-site interpreting services to private organisations and individuals. The broad range of translation services we offer include translation of personal documents, transcription of tapes, technical and complex materials and multilingual documents.

### Our Interpreters and Translators

Our services are provided by a group of highly skilled professionals. We place great emphasis on getting the right person for the task. Our interpreters are highly qualified and experienced. All our interpreters and translators are bound by the CRC code of ethics and conduct to ensure a high level of quality service.

For enquiries please call  
**1300 651 500**

**24 hours 7 days a week**  
from anywhere in NSW  
for the cost of a local call.

### If you have a complaint, we need to know

We are committed to provide a quality service to our customers. Your comments, suggestions or complaints will help us improve our service in meeting changing business and customer needs. If you are not happy, we want to hear about it. To make a complaint please call Customer Service Manager on 1300 651 500.

For more information please visit our website [www.crc.nsw.gov.au](http://www.crc.nsw.gov.au)



# LANGUAGE SERVICES

## SCHEDULE OF FEES

A.B.N. 79 863 510 875

Effective 1 July 2009

*These prices are inclusive of GST*

### INTERPRETING

24 hours 7 days a week service

#### During Business Hours:

7.30 am to 6.00pm Monday to Friday

*Casual booking:*

2 hours (Minimum) \$227.00  
Each additional ¼ hour \$ 26.00

*Contract block booking:*

3 hours \$227.00  
Each additional ¼ hour \$ 26.00

#### Outside Business Hours

(Including Monday to Friday, weekends and public holidays)

*Minimum booking:*

2 hours \$351.00  
Each additional ¼ hour \$ 45.00

#### Full Day

(Monday to Friday during business hours)

Full day (7 hours) \$526.00  
Each additional ¼ hour \$ 26.00

#### Full Day

(Saturday, Sunday and public holidays)

Full day (7 hours) \$930.00  
Each additional ¼ hour \$ 45.00

#### Country Assignments

As above plus travel/sustenance at cost plus 5% administration.

#### Cancellation Fee

Payable if the assignment is cancelled within 24 hours of the booked starting time. \$210.00

Payable if the assignment is cancelled within 48 hours of the booked starting time. \$70.00

#### Conference Interpreting

Please contact Language Services on **1300 651 500** for fees 24 hours 7 days.

#### Note:

Fees are charged from the commencement of the assignment or the booking time, whichever is the earliest and calculated to each quarter hour or part thereof.

### TRANSLATIONS

#### Personal or Standard documents (translated into English as an extract)

Birth Certificate, Baptismal Certificate, Death Certificate, Divorce Decree/Certificate, Driver's Licence, Extracts from Passport, Family Entry, Identity Document, Marriage Certificate, Military Service Record, Police/Penal Record

14 working days \$70.00

7 working days \$87.00

24 hours \$107.00

(Not available in all languages)

#### Non Standard documents

Translation estimates/quotes for Non Standard documents are based on the number of English words including numbers.

14 working days  
for the first 200 words (or part thereof) \$107.00  
then per 100 words (or part thereof) \$61.00

7 working days  
for the first 200 words (or part thereof) \$140.00  
then per 100 words (or part thereof) \$61.00

24 hours  
(Not available in all languages)  
for the first 200 words (or part thereof) \$175.00  
then per 100 words (or part thereof) \$61.00

**Affidavits** \$18.00

**Checking**  
for the first 200 words (or part thereof) \$70.00  
then per 100 words (of part thereof) \$26.00

**Proofreading**  
for the first 200 words (or part thereof) \$54.00  
then per 100 words (or part thereof) \$18.00

**Desktop Publishing**  
On quotation for each individual project.

Return on translations by Express Post \$13.00