Australian Government
Department of Home Affairs

TIS — TRANSLATING AND INTERPRETING SERVICE

Pre-booked telephone, video remote and on-site interpreting
guide for agencies

Contents

What is TIS Online?

TIS Online is an online automated booking tool which allows our agency clients to request, manage and monitor all of their TIS National pre-booked, video remote and on-site telephone interpreter bookings online. The platform also allows our interpreters to select and manage the jobs they would like to complete.

TIS Online:

- Gives you better visibility and self-management of your on-site, video remote and pre-booked telephone jobs

- Helps us process your booking requests in the shortest possible time frame, while ensuring you receive the highest credentialed interpreter available.

- Can be accessed whenever it's most convenient for you. You can even use TIS Online on your mobile device allowing you to easily manage your bookings anywhere, anytime.

- Provides you with email updates if the status of your booking changes. If you include a mobile phone number on your profile, you'll also receive SMS updates.

- Allows you to quickly update your agency's contact details through TIS Online without needing to contact TIS National.

TIS Online portal homepage

When you log in to your TIS Online portal, you will be presented with the **My jobs summary** section. You will be able to view:

- new alerts
- jobs waiting to be accepted
- upcoming jobs
- jobs to be finalised
- Jobs varied by interpreters
- jobs escalated to TIS for finalisation
- disputed jobs
- past jobs
- cancelled jobs

You can expand or collapse each section by clicking the plus or minus icons. The default view will have each section expanded. On the left side of the page, you can use the menu to move between different areas of the TIS Online portal.

What is a pre-booked telephone interpreting assignment?

Pre-booked telephone interpreting assignments allow agencies to pre-book an interpreter in advance for a non-English speaking (NES) client e.g. a doctor's appointment.

Pre-booked telephone assignments can support:

- complex or highly sensitive subject matters
- briefing the interpreter about any critical information before connecting the NES
- higher success rates of securing a rare language interpreter or a language with limited availability.
- providing important documentation to the interpreter before the assignment e.g. pre-reading materials. ***Please note***: *charges may apply for any administrative work required by the assigned interpreter*.

All interpreting booking requests must be made through the [TIS Online portal](#) and wherever possible, with at least one week's prior notice.

Pre-booked telephone bookings have a minimum time of 30 minutes and may be made for appointments up to 90 calendar days in advance from the date of request.

What is a video remote interpreting assignment?

Video remote interpreting allows agencies to connect with an interpreter via a video conferencing platform.TIS National offers you the ability to book interpreters for video remote interpreting services through our online booking system, TIS Online.

This service complements TIS National's existing on-site and telephone interpreting services by providing you with added flexibility when booking interpreters for engagements with their non-English speaking (NES) clients.

All interpreting booking requests must be made through the TIS Online portal, and wherever possible, with at least one week's prior notice.

Video remote bookings have a minimum time of 30 minutes and may be made for appointments up to 90 calendar days in advance from the date of request.

What is an on-site interpreting assignment?

The on-site interpreting service is available for agency clients to book an interpreter to attend an appointment face-to-face.

When using a telephone or video remote interpreter would not be suitable, TIS National can arrange for an interpreter to visit your location. On-site interpreting services can be arranged for any location in Australia (subject to interpreter availability and proximity of an interpreter of the required language).

An on-site interpreter may be most appropriate when:

- you have a scheduled appointment with a client
- the appointment is of a sensitive or serious nature
- you anticipate that the appointment will go for an extended period of time.

You can easily request and manage all of your on-site interpreter bookings through TIS Online. All agencies registered with a TIS National account are automatically registered to use TIS Online. Find out more about TIS Online or visit the TIS Online login page to get started.

TIS National will notify you once an interpreter has been allocated to your request.

On-site interpreter requests have a minimum time of 90 minutes and may be made for appointments up to 90 calendar days in advance from the date of request.

If you need to update the appointment details after you have submitted your request, you can do this easily through your TIS Online account.

Step-by-step guide for booking an interpreting assignment

Step 1

Log in to your account on TIS Online and click on the button for the service type you require.
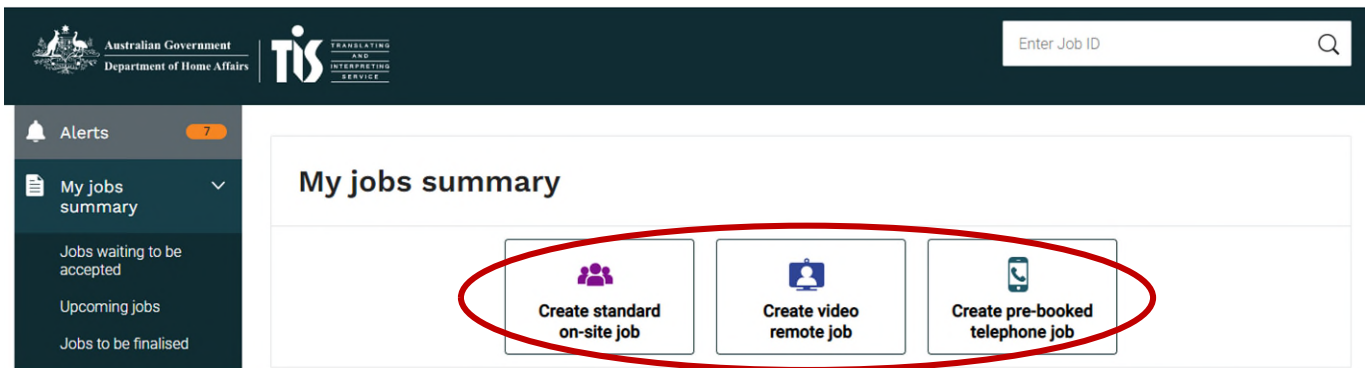
Step 2

The **Booking details** may be pre-populated based on the information provided when the account was created. You will be able to provide alternate contact details later in the form.

Please note: *If your pre-populated contact details need to be updated, you can make these amendments in the **My profile** section of the left menu column. Alternatively, advise your account administrator.*

Step 3

In the **Job details** section, please enter:

- the language
- level of interpreting credential required
- preferred gender of the interpreter
- date, start and end times of the booking
- the non-English speaker's name.

The **Invoice reference** field will allow you to include additional information that will appear on your invoice if required.

Step 4

For **Pre-booked telephone interpreting** bookings, enter the location you will be calling from and the phone number of the non-English speaker if you require us to contact them at the time of booking.

Pre-booked telephone interpreting

Location of where you will be calling from *

[Select... ⌄]

Non-English speaker's phone number
If you require us to contact them at the time of booking.

[61] [02] [e.g. 9999 8888]

Instructions for Interpreter

Please provide details of any important information that the interpreter needs to be made aware of e.g. Nature of appointment etc.

[Please enter instructions for interpreter here]

ⓘ **Note:** all information entered into this field is visible to all interpreters who are eligible for the job.
Instructions must not contain sensitive, private or confidential information, requests for a specific interpreter or to exclude a specific interpreter, or specific requirements other than practical instructions for the interpreter.

Video remote

For **Video remote interpreting** bookings, enter the location you will be calling from and the video conference platform you will use.

In the **Meeting link** field, enter the URL/hyperlink for the interpreter to join the video conference. This meeting link information is generated in your preferred video conference platform (e.g. Zoom) once you have created the booking. If you do not yet have a meeting link, enter https://www.tisnational.gov.au as a placeholder. You can then edit the meeting link at any time up to two hours after the scheduled end time.

Please note: *Meeting links cannot be sent directly to interpreters via email.*

In the **Instructions** field, enter sufficient instructions to enable the interpreter to join the video conference. Add any meeting or access codes the interpreter will need to join. If you used a placeholder meeting link in Step 4, please include a comment indicating that a replacement link will be provided.

In the **Technical support contact name** and **Technical support contact phone number** fields, enter the name and phone number of a person the interpreter can contact by phone in the event of technical difficulties during the booking.

Please note: *TIS National is not able to provide any technical support to resolve connectivity or third party platform issues experienced by the agency client. If an interpreter is experiencing technical issues that cannot be resolved, please call the Channel Support Team on 1300 655 082.*

On-site

For **On-site interpreting** bookings, enter the site address the interpreter will need to attend.

Site details

Site address *
Please select site address from the list or enter site address manually

| Please enter site address here |

| Recently used site addresses ⌄ |

Street address*

Street

| Do not enter text here |

Building name (optional)

| School/Hospital/Building name |

Suburb

| Do not enter text here |

State/Territory

| Do not enter text here |

Postcode

| Do not enter text here |

Instructions for Interpreter

Please detail below any location instructions or directions for the interpreter when they arrive on-site for the assignment e.g. Landmark / Location / Room / Nature of appointment etc.

⚠ Please state if the interpreter is required to be vaccinated against COVID-19, how many doses are required and what evidence will be accepted.

| Please enter instructions for interpreter here |

ℹ **Note:** all information entered into this field is visible to all interpreters who are eligible for the job.
Instructions must not contain sensitive, private or confidential information, requests for a specific interpreter or to exclude a specific interpreter, or specific requirements other than practical instructions for the interpreter.
This field is NOT for the site address. Please enter the site address in the "Please enter site address here" or "Recently used site addresses" fields above.

You will also be required to provide details for a site contact who will meet with the interpreter at the time of the booking.

Site contact

The site contact is the person who will be responsible for meeting the interpreter on the day of the booking.

Title

| Select... ⌄ |

Given name *

| |

Surname *

| |

Phone number *

| | | |

Alt phone number

| 61 | 02 | e.g. 9999 8888 |

Email address *

| |

Step 5

In the **Instructions for Interpreter** field, enter details of any important information that the interpreter needs to be made aware of e.g. Nature of appointment etc. For on-site bookings, please detail any location instructions for the interpreter e.g. Landmark, room etc.

Please note: *all information entered into this field is visible to all interpreters who are eligible for the job. Instructions must not contain sensitive, private or confidential information, requests for a specific interpreter or to exclude a specific interpreter, or specific requirements other than practical instructions for the interpreter.*

Step 6

In the **Additional requirements** section, selecting "yes" to either question will reveal additional options for your booking. It will enable you to request:

- an interpreter who holds an Australian Government Security Vetting Agency (AGSVA) security clearance
- an interpreter who holds a Working with Children Check (or equivalent)
- an interpreter with a National Disability Insurance Scheme Worker Screening Check
- assignments where an interpreter will be required to assist multiple non-English speakers
  - specific interpreters.additional requirements relating to this job

Please note: *Entering information in this section may delay the allocation process as it must be reviewed by TIS National staff.*

Step 7

The Department's privacy and security statements, as well as the terms and conditions for bookings and services will need to be read and accepted before submitting the booking. For bookings with a duration over 60 minutes for pre-booked telephone and video remote and over 90 minutes for on-sites, the agency will also have to acknowledge the Workplace Health and Safety obligations checkbox.

Acknowledgement of Terms

☐ I have read and understood the department's privacy and security statements *

☐ I have read and understood the department's terms and conditons for bookings and services *

☐ I acknowledge that longer interpreting jobs require a high level of concentration and agree to provide reasonable short breaks for the interpreter throughout this job, in accordance with Workplace Health and Safety obligations.*

Submit →

Step 8

Once you complete and submit the booking form, a TIS National job ID will appear in the **Job details** section of the form. Your booking will be visible in your **My jobs summary** section of your TIS Online portal. You will receive an email confirming TIS National has received your booking request and a further email once an interpreter is assigned. If no interpreters are available, the job will be cancelled and you will be notified by email.

Step 9

Pre-booked telephone

At the scheduled start time of the booking, you will be required to contact TIS National on the pre-booked telephone connection number. The pre-booked telephone connection number will be included in the email notification informing you that TIS National has been able to assign an interpreter to your job. The operator from TIS National till conference the interpreter into the call, and any additional parties you wish to add to the conference (up to a maximum of 2 additional parties).

Video remote

For video remote interpreting jobs, the interpreter will join your video conference using the meeting link and/or access codes you have provided in the video remote interpreting section of the booking form.

On-site

For on-site interpreting jobs, the interpreter will present to the site address indicated on the booking form.

How to finalise an interpreting job

When a booking has been completed, the job will be available in the **Jobs to be finalised** section. Interpreters also have the ability to finalise bookings they have completed.

Interpreters can vary job details when finalising a job (for example, the time the booking finished). In this case, the job will appear in your **Jobs escalated to TIS National** for finalisation section.

Once a job has been finalised, you can view it in your **Past jobs** section.

Pre-booked telephone

The booking will be automatically finalised after you have finished the call. If the job did not go ahead as scheduled, you can dispute the job by clicking on the **Dispute job** button. If you select the **Dispute job** button, you will need to provide a comment why you are disputing the job and confirm your selection before it will be processed.

Video remote

After the scheduled end time of the booking, you will be prompted by email to finalise the job in TIS Online. You will have 7 calendar days to finalise or dispute the booking before the system auto-finalises it. If the job did not go ahead as scheduled, you can dispute the job by clicking on the **Dispute job** button. If you select the **Dispute job** button, you will need to provide a comment why you are disputing the job and confirm your selection before it will be processed. Interpreters will be required to submit a digital SDF for video remote assignments. A signature will not be required from an agency staff member.

On-site

You will be provided with a Service Delivery Form (SDF) by the interpreter when they attend the assignment which must be signed to assist us to resolve any disputes which may arise. The interpreter will then upload the SDF to TIS Online. Once a job has been completed, you can finalise the booking with TIS National through TIS Online. If you haven't finalised a job in TIS Online within 7 days after the booking took place, it will be escalated to a TIS National staff member to resolve.

If the job did not go ahead as scheduled, you can dispute the job by clicking on the **Dispute job** button. If you select the **Dispute job** button, you will need to provide a comment why you are disputing the job and confirm your selection before it will be processed.

After booking submission

## Making adjustments to a booking

Most adjustments to a booking can be made by your agency through the TIS Online portal up to 24 hours prior to the scheduled start time (48 hours for jobs with a duration greater than 6.5 hours). For adjustments outside 24 hours until the scheduled booking start time, log in to your TIS Online portal and

self-adjust the booking details. The exception to this rule is video remote assignments where you can edit the meeting link at any time up to and during the booking time.

For adjustments within 24 hours of the scheduled start time, email the TIS National Channel Support Team at tis@homeffairs.gov.au.

To make an adjustment, click on the Job ID on the **My jobs summary** page.
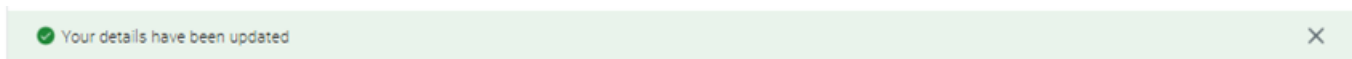
Click **Edit** next to the section you wish to adjust.
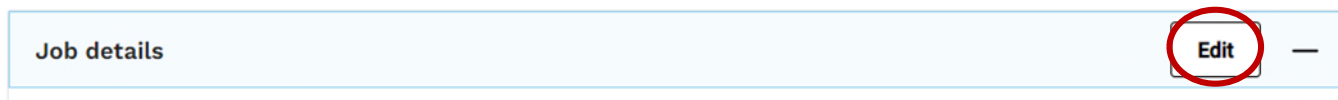
Make the adjustments and click **Update** once finished.

The following notification will appear.

NB: Some adjustments will require the interpreter to reaccept the booking e.g. change of date/time. The interpreter will have 24 hours to reaccept before the system will release the job to be reallocated to another interpreter.

Cancelling a booking

To cancel a booking, click on the Job ID on the **My jobs summary** page and click **Cancel job**.

Please refer to the TIS National Cancellation Policy for further information.
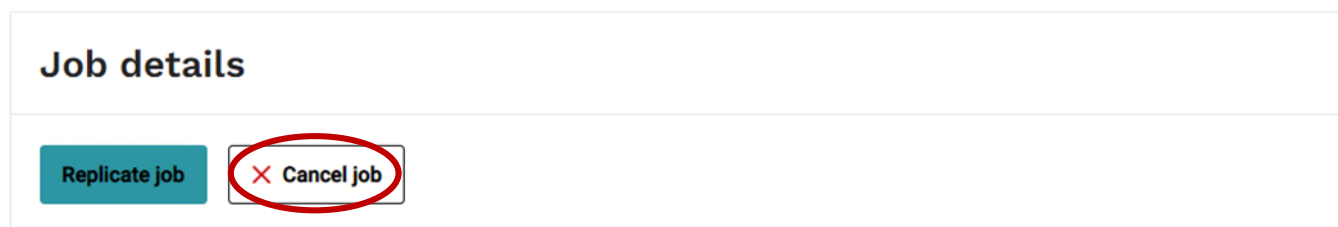
Provide a brief reason for the cancellation and click **Submit**.

Frequently asked questions

Please refer to the Frequently asked questions for agencies under the **Agencies** section on the TIS National website.