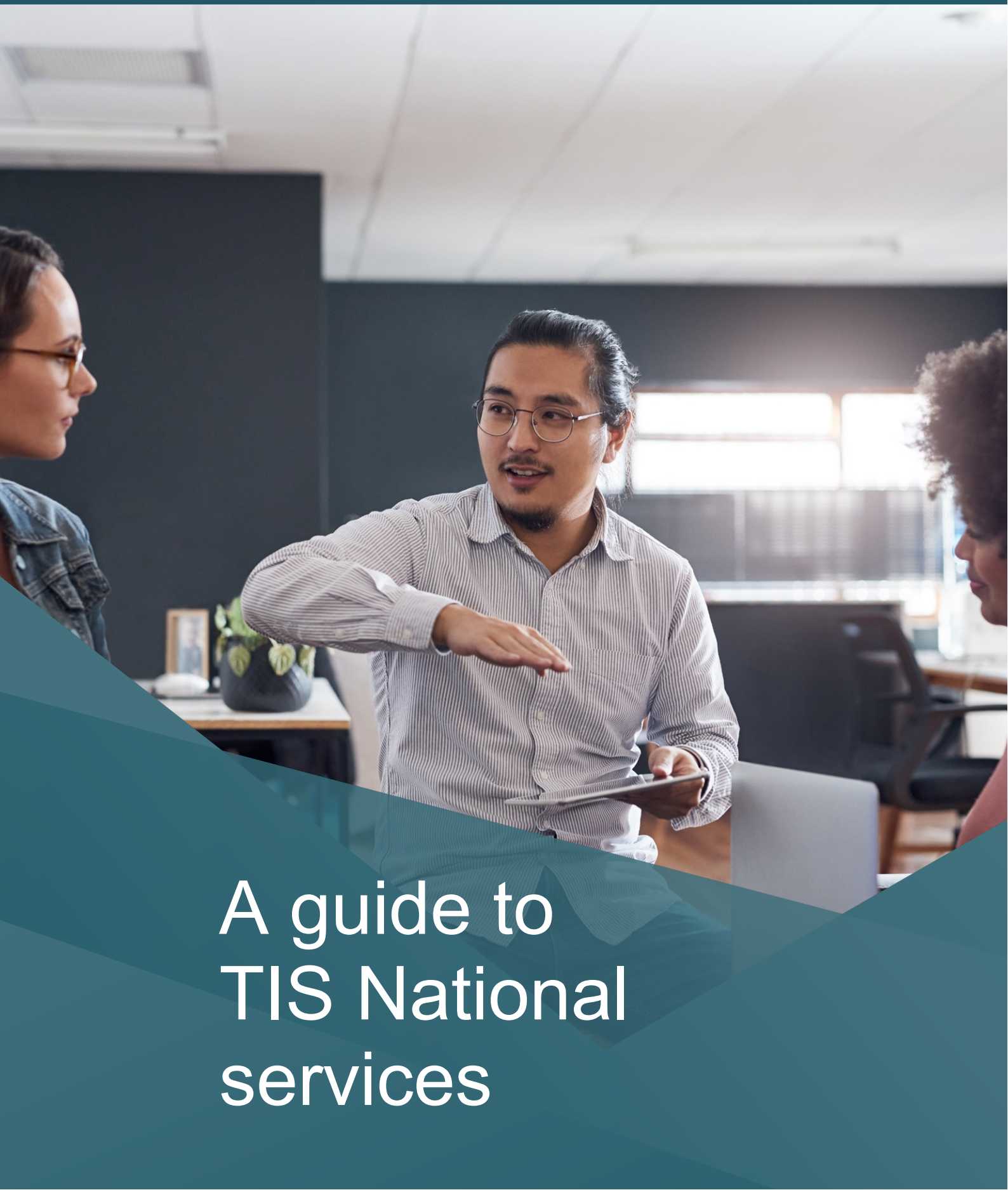




Australian Government
Department of Home Affairs



A guide to TIS National services

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The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs for people with limited English proficiency and for agencies and businesses that need to communicate with their non-English speaking clients. TIS National also delivers the Free Interpreting Service on behalf of the Australian Government.

TIS National has:

- more than 75 years' experience in language services
- access to more than 2700 interpreters in more than 150 languages.

TIS National services are available 24 hours a day, every day of the year.

TIS National's mission is to connect government, business and communities by providing credentialed, cost-effective and secure language services.

TIS National delivers Multicultural Access and Equity to the diverse Australian community through a range of service channels that are available to meet the different needs of agency clients and the people who need interpreting support.

TIS Online is our self-service booking portal that enables agency clients and interpreters to request and self-manage pre-booked phone, on-site and video remote interpreting services.

The TIS National interpreter panel

TIS National has access to more than 2700 contracted interpreters across Australia, speaking more than 150 languages.

TIS National engages contracted interpreters who:

- are an Australian citizen, resident, or New Zealand citizen residing in Australia
- are insured for professional indemnity, public liability, and workers compensation
- hold a National Police History Check/National Police Certificate (NPC)
- are bound by the Australian Institute of Interpreters and Translators (AUSIT) Code of Ethics and Code of Conduct.

At TIS National, we allocate work to interpreters on the basis of their National Accreditation Authority for Translators and Interpreters (NAATI) credentials and availability to ensure you receive the highest credentialed available interpreter.

Getting started with TIS National

To access TIS National's interpreting services, your agency needs to register an account with us. There are no administration fees for registering an account with TIS National.

TIS National provides services on a fee-for-service basis—you will only be charged for individual interpreting services. You can estimate the cost of your booking using our [cost calculator](#).

Some organisations and individuals are also eligible for free interpreting services through TIS National. You can check if you are eligible for the [Free Interpreting Service \(FIS\)](#) using the eligibility calculator on the TIS National website. Information, including eligibility criteria for other Australian Government funded interpreting services, is available on the TIS National website.

You can register for a client code by submitting an online [registration form](#). Note that if you are applying as a non-government organisation or allied health professional under the FIS, a customised application form is available on the TIS National website.

Once you have registered an account for your agency, you will be given a TIS National client code: your agency's unique account number. You will need to provide your client code each time you request a TIS National service. You can also use this code to log in to the online booking system, TIS Online.



Immediate phone interpreting

Immediate operator-assisted phone interpreting can be initiated by agency clients and also enables non-English speakers to independently access services and information using phone interpreting services.

Immediate phone interpreting is accessible by calling the TIS National Contact Centre at any time on 131 450, and the operators can assist with allocating interpreters in any of the languages available.



Automated Telephone Interpreting Service (ATIS)

ATIS is an automated, immediate interpreting service for agency clients who need to access a phone interpreter. ATIS allows you to immediately communicate with your non-English speaking client with a phone interpreter without having to call the TIS National Contact Centre for operator-assisted interpreter allocation. ATIS is available in more than 50 languages by calling 1800 131 450.

ATIS also allows you to avoid lengthy wait times you may experience when calling the contact centre for an immediate phone interpreter during peak times.

Visit the [ATIS](#) page for more information, including how to register.

TIS Online booking portal

TIS Online is a self-service booking tool that allows our agency clients to request, manage, and monitor all of their TIS National interpreter bookings online and allows our interpreters to select the jobs they would like to complete.

There are a range of benefits to using TIS Online:

- manage your bookings
- keep informed
- quickly secure an interpreter
- stay connected wherever you go
- easily update your details.

All agencies with a TIS National client code are automatically registered to use TIS Online to manage their interpreter bookings. Visit the [login to TIS Online](#) page to get started.



Pre-booked phone interpreting

Pre-booked phone interpreting is suitable when an agency needs to schedule a phone interpreter in advance.

Pre-booked phone interpreting can support:

- complex or highly sensitive subject matter
- briefing the interpreter about any critical information before connecting the non-English speaker
- higher success rates of securing a rare language interpreter or a language with limited availability
- appointments located at facilities such as correctional centres where physical access is restricted.



Video remote interpreting

TIS National can facilitate a video remote interpreting session on your chosen video conference platform. Video remote interpreting services can be offered to interpreters in any location in Australia.

Video remote interpreting can support:

- complex or highly sensitive subject matter
- briefing the interpreter about any critical information before connecting the non-English speaker
- a higher success rate of securing a rare language interpreter or a language with limited availability
- appointments located at facilities such as correctional centres where physical access is restricted.



On-site interpreting

TIS National can arrange for an interpreter to visit your location to attend an appointment face-to-face. On-site interpreting services can be arranged for any location in Australia (subject to interpreter availability).

An on-site interpreter may be most appropriate when:

- the appointment is of a sensitive or serious nature
- you anticipate that the appointment will last for an extended period of time
- there will be more than 2 parties present, requiring interpreting.

Support

Frequently Asked Questions

You can find answers to a range of frequently asked questions by visiting the website page [how TIS National works for agencies](#).

This page includes information such as:

- getting started with TIS National
- working with interpreters
- TIS Online and step-by-step instructional guides
- managing your bookings.

TIS National account managers

Our team of dedicated account managers in the Client Engagement team can provide assistance and advice to agency clients, including:

- provide information or assistance to register a new account
- help you select the most suitable service options for your requirements
- assist you in conducting an information session
- provide advice on promoting TIS National services
- provide usage reports.

Provide feedback

At TIS National, we value feedback as it helps us provide a high quality service to our clients. We track feedback patterns and use them to identify potential service issues and update our processes.

You can provide feedback to TIS National using the Department's compliments, complaints and suggestions [feedback form](#).

24 hours a day, every day of the year

Immediate phone interpreting

Call and request an interpreter

Phone: [131 450](tel:131450) (within Australia)

Phone: [+613 9268 8332](tel:+61392688332) (outside Australia)

Client Engagement

General enquiries

Email: tispromo@homeaffairs.gov.au

Phone: [1300 655 820](tel:1300655820)

Client Accounts

Invoice or payment enquiries. All enquiries to be made by email.

Email: tis.invoice@homeaffairs.gov.au

Free Interpreting Service

Enquiries about free services

Email: tis.freeinterpreting@homeaffairs.gov.au

Phone: [1300 575 847](tel:1300575847)

Service Delivery

TIS Online and existing booking enquiries

Email: tis@homeaffairs.gov.au

Phone: [1300 655 082](tel:1300655082)

Find us online at www.tisnational.gov.au