



Free Interpreting Service for allied health professionals

The Free Interpreting Service aims to provide equitable access to key services for people with limited or no English language proficiency.

Allied Health professionals can access the Free Interpreting Service to discuss any private health matters with their clients.

Eligibility

Eligibility is limited by discipline and location. Private sector allied health professionals in the following disciplines can access FIS:

art therapists, audiologists, audiometrists, chiropractors, Chinese medicine practitioners, dieticians, exercise physiologists, genetic counsellors, music therapists, medical radiation practitioners, optometrists, orthoptists, orthotists/prosthetists, occupational therapists, osteopaths, physiotherapists, podiatrists, psychologists, registered counsellors (levels 3 and 4), rehabilitation counsellors, social workers, sonographers and speech pathologists.

Private sector allied health professionals in the above disciplines must also be providing services in the following Local Government Areas (LGAs):

Jurisdiction	LGA
ACT	Canberra
NSW	Fairfield, Liverpool, Blacktown, Albury, Armidale, Dumaresq, Coffs Harbour, Newcastle, Wagga Wagga, Wollongong
NT	Darwin
Qld.	Brisbane, Logan, Cairns, Gold Coast, Toowoomba, Townsville
SA	Adelaide, Mount Gambier
Tas.	Launceston, Hobart
Vic.	Casey, Greater Dandenong, Hume, Wyndham, Brimbank, Melton, Greater Geelong, Greater Shepparton, Mildura, Wodonga
WA	Perth



Services available to eligible allied health professionals

Private sector allied health professionals can use the FIS to access the following services delivered by TIS National:

- immediate phone interpreting
- pre-booked phone interpreting
- Automated Telephone Interpreting Service (ATIS)
- on-site interpreting, and
- video remote interpreting.

Eligible private sector allied health professionals can access the FIS when delivering services that are:

- delivered in private practice located in an approved LGA
- delivered by a suitably qualified professional in an eligible discipline
- provided to a patient or client who is eligible for a Medicare card.

Registering for a client code

Each allied health professional will need a unique client code to access the service. To register for a client code, complete the online [application form](#) on the TIS National website. If you require assistance with registering, contact TIS National on 1300 575 847 or email tis.freeinterpreting@homeaffairs.gov.au

More information

- **Read:** about the Free Interpreting Service tisnational.gov.au/FIS
- **Read:** about working with interpreters and managing your jobs in the booking system [TIS Online](#)
- **Order:** free promotional materials from the online TIS National catalogue: tisnational.gov.au/promomaterials
- **Contact:** TIS National Free Interpreting Service team on 1300 575 847 or email tis.freeinterpreting@homeaffairs.gov.au