



Australian Government  
Department of Home Affairs



# A guide to TIS Online for interpreters

# Contents

<b>What is TIS Online?</b>	<b>2</b>
The TIS Online portal	2
<b>My profile</b>	<b>3</b>
Availability	3
Period of unavailability	4
Email communications subscription	4
<b>Managing your TIS Online jobs</b>	<b>5</b>
Available jobs	5
How to view or hide available jobs	5
How to accept and view upcoming jobs	6
How to view directions for on-site jobs	7
How to return a job in TIS Online	8
<b>Pre-booked telephone interpreting jobs</b>	<b>9</b>
<b>Video remote interpreting jobs</b>	<b>9</b>
What is video remote interpreting?	9
What will a video remote interpreting job look like in TIS Online?	10
How to finalise a video remote interpreting job	10
<b>On-site interpreting jobs</b>	<b>10</b>
How to finalise an on-site interpreting job	10
How to vary or dispute a job	11
<b>Frequently Asked Questions</b>	<b>12</b>

# What is TIS Online?

TIS Online is a self-service booking tool which 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.

TIS Online gives you better visibility of your on-site, video remote and pre-booked phone jobs as you can view and manage all of the jobs you've accepted. TIS Online works on mobile devices and on most internet browsers, allowing you to manage your bookings anywhere, anytime.

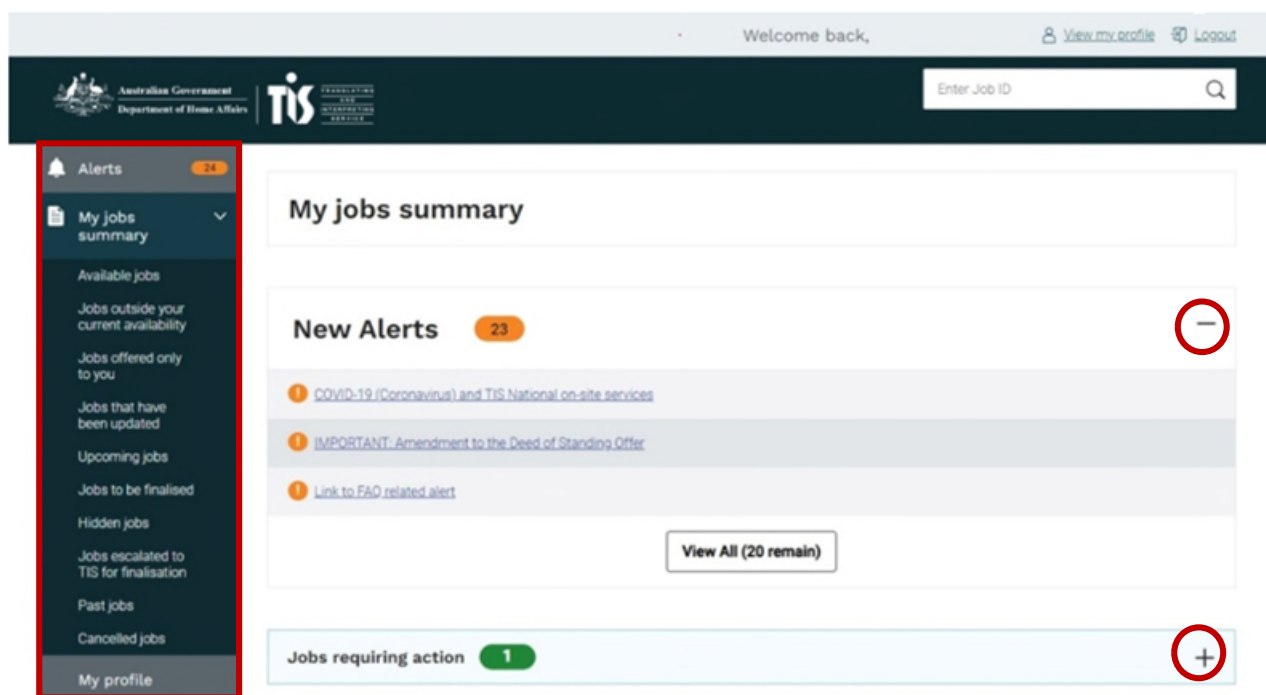
TIS Online also makes updating your personal details and availability easy, without needing to contact the Interpreter Liaison team.

## The TIS Online portal

When you log in to your [TIS Online portal](#), you will be presented with the **My jobs summary** dashboard. You will be able to view:

- new alerts
- jobs requiring action
- new jobs available
- upcoming jobs
- jobs to be finalised
- jobs escalated to TIS for finalisation
- disputed jobs
- hidden jobs
- past jobs
- cancelled jobs

On the left side of the page, you can use the menu to view and move between different areas of the TIS Online portal. You can also use the plus and minus buttons in the My jobs summary dashboard to expand or collapse each section.



# My profile

On the **My profile** page, you will be able to update:

- personal information (including emergency contact details)
- availability for on-site, video remote and pre-booked phone jobs
- preferences for communication subscriptions
- NAATI language credentials
- professional development
- supporting documents (for example, Working with Children Check, National Police Check).

It is highly recommended that you regularly check your details on the My profile page to ensure that they are up-to-date.

## Availability

You can adjust your availability for each service channel in 30-minute increments. Your availability selection will display in the corresponding colours.

You can either set or remove your preferred availability. You can do this by clicking each individual block, or using a mouse scroll to select a specific time period, up to 24 hours. Alternatively, you can tick the 9 am - 5 pm boxes to automatically make yourself available for these hours.



## Period of unavailability

If there is a specific time period for which you do not want to be offered jobs, you can enter these dates in the **Period of unavailability** section.

Click Edit and provide the date, times, and service channel for which you will be unavailable. You have the option of providing a reason for your unavailability in the Reason for unavailability field. Select update to finalise the period of unavailability.

**Period of unavailability**

Edit

—

If you are going away or do not wish to be offered interpreting jobs for a period of time, please enter the dates for which you will be unavailable. You can edit or delete these dates at any time.

\* Indicates a required field

**From \***

dd/mm/yyyy

10:00 AM

**To \***

dd/mm/yyyy

10:00 AM

**Unavailable for \***

☒ Immediate, pre-booked and ATIS telephone interpreting

☐ On-site interpreting

☐ Video remote interpreting

**Reason for unavailability**

Cancel

Update

## Email communications subscription

Click Edit to update your current subscriptions and notification preferences. Select update once your changes are complete.

**Email Communication Subscription**

Edit

—

**Subscription**

Newsletters / Promos

**Notification**

Notify me when a new standard on-site job is available  
Notify me when a new pre-booked telephone job is available  
Notify me when a new video remote job is available




Email Communication Subscription

Edit

—

Subscription

☒ Newsletters / Promos

Notification 

☒ Notify me when a new standard on-site job is available  
☒ Notify me when a new pre-booked telephone job is available  
☒ Notify me when a new video remote job is available

Cancel

Update

## Managing your TIS Online jobs

### Available jobs

In the **Available jobs** section of TIS Online, you will be able to identify the interpreting job type (for example, on-site, video remote, pre-booked telephone) in the Location column.

In the Available jobs section of TIS Online you will be able to see the job details such as Date/Time, Location, Language, Client name, Agency, Time to job, and Distance, if applicable. The Location column will display the interpreting job type. You can filter the type of interpreting job displayed by using the drop-down menu in the Service type field.

Always check the Location column for available jobs. This column will tell you whether the job is for on-site, video remote, or pre-booked telephone.

### How to view or hide available jobs

Click on the View job button under the Action column to expand details about the job. This is very important as it will allow you to see if there are any further instructions or information in the **Instructions for Interpreter** section that are relevant to the job. The agency client or TIS National staff may include ancillary task information in the 'Instructions for interpreter' field.

Pre-booked telephone interpreting

—

Location of where you will be calling from

VIC

▼

Instructions for interpreter

Please note that the interpreter is required to sign an affidavit.

You will be notified in the **Additional requirements** section if you will need to assist more than one non-English speaker during the interpreting job. The number of individual sessions required during the assignment will be indicated in this field as shown below.



This section will also show the additional time allocated for any ancillary tasks. You will receive an email from the Service Delivery team containing the agency client's instructions and documents for the ancillary task.

Additional requirements

Number of individual sessions required during this assignment?
2

Time allocated to complete ancillary tasks
0 Hour(s) 30 Minute(s)


If you are not interested in the job, you can click the **Hide Job** button. If you change your mind, these can be found on the **Hidden jobs** section using the left side menu to navigate to this location.

Jobs available to be taken 162 <a href="#">View all</a>							
Filter job type	Show all						
Date/Time	Location	Language	Client name	Agency	Time to job	Distance	Action
Wed, 29/06/2022 03:30 PM - 05:00 PM	 Standard on-site	Aceh	retest onsite - finalise		1 hour	2 km	<a href="#">View job</a> <a href="#">Take job</a> <a href="#">Hide job</a>
<a href="#">View details for additional instructions</a>							
Thu, 30/06/2022 03:00 PM - 05:00 PM	 Standard on-site	Aceh	Confidential		24 hours	2 km	<a href="#">View job</a> <a href="#">Take job</a> <a href="#">Hide job</a>

## How to accept and view upcoming jobs

Click on the **Take job** button to accept the job. Note: For video remote jobs, you will only see the meeting link, instructions, and technical support number once you have accepted the video remote job.

Job details



Your accepted jobs will display on your **Upcoming Jobs** page. The **Upcoming Jobs** page features a schedule like layout with your jobs displayed under each day of the week, with the most recent jobs displayed first.

The total number of jobs for each day and week is highlighted, making it easier to see your workload at a glance. If you have more upcoming jobs to view, a 'Load more results' button will appear. If all your upcoming jobs are already visible, a message will be appear indicating there are no more jobs.

Upcoming jobs

Filter +

Week 20 May 2024 - 02 June 2024 9

Friday 24 May 1 —

Time	Location	Language	Agency/Client name	Distance	Action
11:40 AM - 02:00 PM	<a href="#">Video remote</a> Platform: x	Farsi (alt Persian)	XXXXXXX XXXXXX		

A warning banner will appear if you have any scheduling conflicts. Jobs with potential clashes will be highlighted in yellow. This currently works for all service types and the job clash times are set to the following:

- On-site assignments – If the job is booked 20 minutes or less from your previous job, the warning will display.
- Video remote/Pre-booked telephone assignments – If the job is booked 10 minutes or less from your previous job, the warning will display.

Saturday 25 May 2 —

Time	Location	Language	Agency/Client name	Distance	Action
10:00 AM - 11:30 AM	<a href="#">Pre-booked telephone</a>	Farsi (alt Persian)	XXXXXXX XXXXXX		...
11:35 AM - 01:00 PM	<a href="#">Pre-booked telephone</a>	Farsi (alt Persian)	XXXXXXX XXXXXX		...

This pre-booked telephone is arranged 10 minutes or less than your previous job. Please plan accordingly.

**Note:** This does not prevent you from being able to complete jobs, this is purely a message to warn of potential conflicts.

## How to view directions for on-site jobs

For on-site jobs only, selecting the 3 dot menu will provide the option 'Open in Google Maps' to view directions. Your home address will determine the start point (this can be edited to any address), and the site address will be the end point. The map will either open in a new browser tab, or the Google Maps app on your device.




Friday 31 May					
Time	Location	Language	Agency/Client name	Distance	Action
10:00 AM - 01:00 PM	 <a href="#">Standard on-site</a> 500 Bourke St MELBOURNE VIC 3000	Farsi (alt Persian)	XXXXXXX XXXXXX	1 km	...
01:15 PM - 04:00 PM	 <a href="#">Standard on-site</a>	Farsi (alt Persian)	XXXXXXX XXXXXX		<a href="#">Return job</a> <a href="#">Open in Google Maps...</a>

This 'Open in Google Maps' option can also be accessed via the job details page under site address.

Site address

Address

xxx Xxxxxx Xx XXXXXXXXXXXX XXX XXXX

 [Open in Google Maps](#)

Google Maps uses your saved home address as the starting address


Instructions for interpreter

## How to return a job in TIS Online

We strongly encourage you to ensure you meet all requirements of the job before accepting. You can return a job in TIS Online within certain time limits.

- For jobs that are scheduled more than 12 hours away you can return the assignment via TIS Online.
- For jobs that are scheduled less than 12 hours away you will be unable to return the booking via TIS Online. You will need to email the Service Delivery team.

When necessary, to return a job, scroll down to the **Upcoming jobs** section of your TIS Online portal homepage and click **Return job**.

Filter job type <span>Video remote interpreting</span>							
Job ID	Date/Time	Location	Language	Client name	Agency	Time to job	Action
<a href="#">228034544</a>	Fri, 08/07/2022 10:30 AM - 11:30 AM (VIC) 10:00 AM - 11:00 AM (SA)	 <b>Video remote</b> Platform: time zone <a href="#">View details for additional instructions</a>	Aceh			11 days	<a href="#">View job</a> <a href="#">Return job</a>

You will then be prompted to select a reason for returning the job.

Please select a reason for returning the job \*

Select...

▼

Please select a reason.

You will not be able to see or take the job for the next 24 hours.

Submit


Cancel

The job will no longer appear on your **Upcoming jobs** page.

You will be locked out for 24 hours before being able to reaccept a returned job If it was returned in error.

You can contact Service Delivery if you want request to be reassigned to a job within the lockout period.

## Pre-booked telephone interpreting jobs

Job ID	Date/Time	Location	Language	Client name	Agency	Time to job	Action
<a href="#">228034536</a>	Tue, 28/06/2022 10:00 AM - 11:00 AM (VIC) 10:00 AM - 11:00 AM (TAS)	 Pre-booked telephone <a href="#">View details for additional instructions</a>	Aceh	Test SI prebook	Test account	17 hours	<a href="#">View job</a>

Once you accept a pre-booked telephone job, TIS National will contact you at the time of the job via phone and connect you with the agency.

Please note If you are waiting to be contacted for a pre-booked telephone job, please do not call TIS National as you must be available for TIS National to contact you for the full duration of the job.

The job will be automatically finalised in TIS Online after you have finished the call. Note: It is always recommended that you keep a record of the start and end times in the event of a technical issue.

## Video remote interpreting jobs

### What is video remote interpreting?


Video remote interpreting allows an interpreter to connect with an agency via a video conferencing platform rather than attend the job in person or via phone. The agency will provide the meeting link, and it will be the responsibility of the interpreter to ensure they have the correct video conferencing platform downloaded and working.

Video remote interpreting jobs will be offered to interpreters via TIS Online in the same way as on-site and pre-booked telephone jobs.

You are strongly encouraged to check the job's video conference details in TIS Online as the client can edit the video booking details including the conference platform, meeting link, and instruction fields for up to 2 hours after the start time. TIS National will send you updated notifications in TIS Online and via email without requiring you to accept these changes in the portal.

## What will a video remote interpreting job look like in TIS Online?

The video remote interpreting job will display the name of the video conference platform the agency will utilise. The video remote interpreting section is expanded once the job has been accepted to reveal details specific to the job.

Job ID	Date/Time	Location	Language	Client name	Agency	Time to job	Action
<a href="#">228034544</a>	Fri, 08/07/2022 10:30 AM - 11:30 AM (VIC) 10:00 AM - 11:00 AM (SA)	 Video remote Platform: <a href="#">View details for additional instructions</a>	Aceh			11 days	<a href="#">View job</a> <a href="#">Return job</a>

## How to finalise a video remote interpreting job

You will need to complete a video remote Service Delivery Form (SDF).

Service Delivery Form

Add Service Delivery Form

The process is as follows:

- Fill out the video remote SDF located in the help and support section of TIS Online portal.
- Complete the video remote SDF with start/finish times and complete the interpreter certification.
- The agency signature is **not** required. However, you must complete the agency details including the agency representative's full name.
- Upload the video remote SDF to the TIS Online booking if the job is completed within the booked time and can be finalised.

If the job exceeded the booked time, then you need to 'vary' the job to claim the additional time.

## On-site interpreting jobs

### How to finalise an on-site interpreting job

You will need to complete a Service Delivery Form (SDF) for on-site jobs using the following steps:

- Complete the SDF with start/finish times and sign.
- The agency will also need to provide their signature along with the professional's full name.
- If the job exceeds the booked time, you will need to record this on the SDF. Also confirm the name and contact details of the agency contact who can confirm the end time.
- Select the job from the '**Jobs to be finalised**' and upload the SDF.
- If the job is completed within the booked time, select the action 'Finalise job' and you will be prompted to confirm.

## How to vary or dispute a job

You may need to make changes or raise an issue with an interpreting job before it can be finalised. This includes if the job took longer than the scheduled booking time. The variation reason should be entered within 7 days of the scheduled appointment date.

Alerts 11

My jobs summary

Available jobs

Jobs outside your current availability

Jobs offered only to you

Jobs that have been updated

### Jobs to be finalised

Job ID	Date/Time	Location	Language	Agency	Time to finalise	Action
<a href="#">248001204</a>	Mon, 08/07/2024 02:00 PM - 02:30 PM	Video remote	Aceh		3 hours	<a href="#">Finalise job</a> <a href="#">Vary job</a>

To vary a job, follow these steps:

- Select the job from the '**Jobs to be finalised**' section and click 'Vary job'.
- Choose the reason for the variance and provide the additional information requested
  - for 'Dispute' add comments to explain the reason for the variance or;
  - for 'New job end time' enter the correct job end time.
- You will see 'Please attach an SDF form if available' and the option to upload a signed on-site job SDF, or a completed video remote SDF.

**Please note an SDF is mandatory when requesting to vary a job end time.**

- Click on the 'Submit' button.

Reason for variance \*

☒ New job end time

☐ Dispute

New job end time \*

03:00 PM

Please attach an SDF form \*

Select file

Upload

Please note: once you have uploaded an SDF and pressed submit you will not be able to delete the record.

Submit

Cancel

The agency clients may also vary your job end time in TIS Online in the event the booking went beyond the original duration. If this occurs, the job will be reviewed by the TIS National Accounts team, who may contact you for additional information to finalise the job.

## Frequently Asked Questions

Scenario	Solution
Log into interpreter IVR to take calls	<ol style="list-style-type: none"> <li>1. Call the Interpreter IVR on <b>1800 880 178</b>.</li> <li>2. When prompted, enter your ID and PIN # or say your Vocal Password '<i>In Australia, my voice identifies me</i>'.</li> <li>3. When prompted, press '1' to change your availability. The system will advise you that you are currently 'not available'. This means you are not logged in.</li> <li>4. Press '1' to register your availability/log in.</li> <li>5. When prompted, enter the time you wish to finish work in 24 hour format, then press #.</li> <li>6. The system will confirm that you are now listed as available for telephone interpreting work.</li> </ol> <p>If you are having difficulties logging in, please call the Interpreter Liaison 1300 132 621 for assistance.</p>
Enquire about an existing booking for pre-book phone, video remote and onsite interpreting.	Email: <a href="mailto:tis@homeaffairs.gov.au">tis@homeaffairs.gov.au</a>
Need to return an assignment	<p>Refer to TIS Online guide pages 7 and 8.</p> <p><b>For assignments scheduled to start within 12 hours, please contact the Service Delivery team:</b></p> <p>Email: <a href="mailto:tis@homeaffairs.gov.au">tis@homeaffairs.gov.au</a></p> <p>Please provide:</p> <ul style="list-style-type: none"> <li>• Name and ID</li> <li>• Job ID</li> <li>• Reason for returning the assignment</li> </ul>
Need to provide end time for immediate/pre-booked telephone job	Email: <a href="mailto:tis.endtimes@homeaffairs.gov.au">tis.endtimes@homeaffairs.gov.au</a>
Pay cut-off date	<p>Jobs must be finalised in TIS National systems by close of business of the Monday of the pay week to receive payment for the job.</p> <p>Payment may be delayed if the job is not yet finalised, or if it is under investigation.</p>
Pay enquiry or dispute payment for a job	<p>Interpreter Liaison</p> <p>Email <a href="mailto:interpreters@homeaffairs.gov.au">interpreters@homeaffairs.gov.au</a></p> <p>Phone (pay enquiry line): 1300 655 080</p>

<b>I need to:</b> <ul style="list-style-type: none"> <li>ask about banking or superannuation</li> <li>update NAATI credentials</li> <li>request a reference letter</li> <li>request feedback/coaching</li> <li>advise of leave</li> </ul>	Email: <a href="mailto:interpreters@homeaffairs.gov.au">interpreters@homeaffairs.gov.au</a>
<b>Request a new SDF booklet or a video remote SDF</b>	Email: <a href="mailto:interpreters@homeaffairs.gov.au">interpreters@homeaffairs.gov.au</a> A printable SDF is located in the Help & support section of TIS Online portal.
<b>Submit my completed and signed SDF form</b>	<ul style="list-style-type: none"> <li>Log into TIS online and upload SDF onto correct job</li> </ul> OR <ul style="list-style-type: none"> <li>Email SDF to: <a href="mailto:interpreter.sdf@homeaffairs.gov.au">interpreter.sdf@homeaffairs.gov.au</a></li> </ul>
<b>When can I speak to the Service Delivery team</b>	You can call 1300 655 082 between 8:30 am to 5:00 pm If you call after hours, there will be an IVR option to press '1' to be transferred to the after-hours team.
<b>Feedback about TIS National</b>	Interpreter Liaison Email: <a href="mailto:interpreters@homeaffairs.gov.au">interpreters@homeaffairs.gov.au</a> Phone: 1300 132 621
<b>Video remote interpreting – technical issues</b>  <b>for example, trouble logging in, cannot hear/see the client, or connect</b>	The agency client is responsible for setting up access codes and providing meeting hyperlinks, and technical support.  Immediately call the agency client Technical Support contact number recorded in the job for assistance.  If the Technical Support agency contact is unavailable, please contact the Service Delivery team immediately on 1300 655 082.
<b>What happens if a call drops out while I am undertaking a phone or video job?</b>	If the call drops out, you are required to remain available for the entire job time for reconnection to the call.
<b>What happens if the client wishes to switch from one service channel to another for example, from video remote interpreting to phone?</b>	If an agency wishes to switch to another mode of interpreting during a job, please do not proceed. The agency can contact the Service Delivery team.
<b>What happens if the client amends the date and time of the job or decides to cancel altogether?</b>	The Service Delivery team notify the interpreter via email or phone for urgent changes (jobs scheduled to take place in the next 24 hours).  Refer to the Cancellation Policy in Help and support.