



Free Interpreting Service for allied health professionals

Translating and Interpreting Service (TIS National)

TIS National delivers the Free Interpreting Service (FIS) on behalf of the Australian Government. The FIS aims to provide equitable access to key services for people with limited or no English language proficiency.

From 24 October 2022, eligible private sector allied health professionals can access the FIS as part of a pilot program.

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, 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



Requests for access to FIS from private sector allied health professionals outside these eligibility settings can be emailed to tis.freeinterpreting@homeaffairs.gov.au and will be considered on a case-by-case basis.

Services available to eligible allied health care professionals

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

- immediate telephone interpreting
- pre-booked telephone interpreting
- 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
- delivered by a suitably qualified professional
- provided to a patient who has 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 FIS for allied health care professionals [here](#).
- Watch: videos about TIS National services [here](#).
- Contact TIS National on: 1300 575 847 or email tis.freeinterpreting@homeaffairs.gov.au