



Australian Government
Department of Home Affairs



Pre-booked telephone interpreting

guide for agencies

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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. This is a result of the request being offered to the highest credentialed interpreter nationwide
- 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.

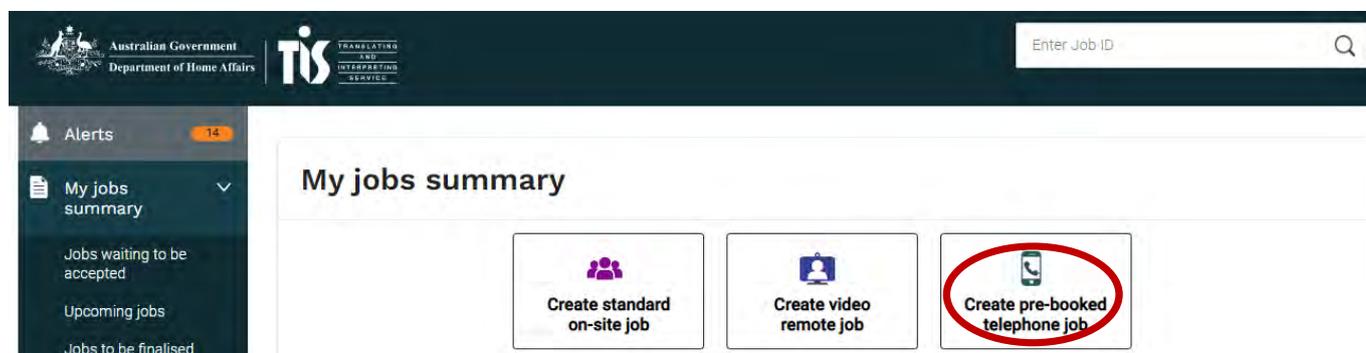
Bookings have a minimum time of 30 minutes and may be made for appointments up to 90 calendar days in advance from the date of request.

Step-by-step guide for booking a pre-booked telephone interpreting assignment

You can submit a pre-booked telephone request by logging into your TIS Online portal and selecting the **Create pre-booked telephone job** icon. TIS National will send a confirmation to your nominated email address when this request is received and another email confirmation when an interpreter has been allocated to your pre-booked telephone assignment.

Step 1

Log into your portal on [TIS Online](#) and click on the **Create pre-booked telephone job** button.



Step 2

The **Booking details** may be pre-populated based on the information provided when the account was created.

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.

Booking details

Client ID	Agency
<input type="text"/>	<input type="text" value="Test account"/>
Section name	Sub section name
<input type="text" value="Section name VH test account"/>	<input type="text"/>
Booking contact	Email
<input type="text"/>	<input type="text"/>
Work number	Mobile number
<input type="text"/>	<input type="text"/>

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.

Job details

Language *	Service type
<input type="text" value="Language"/>	<input type="text" value="Pre-booked telephone interpreting"/>
Minimum required NAATI credential for the interpreter * Find out which languages have NAATI credentials available	<input type="text" value="All levels"/>
Preferred gender of the interpreter *	<input type="text" value="Either"/>
Date * <input type="text" value="dd/mm/yyyy"/>	Start time * <input type="text" value="10:00 AM"/>
	End time * <input type="text" value="10:00 AM"/>
	Job duration <input type="text" value="0.00 hours"/>
Non-English speaker's name *	Invoice reference
<input type="text"/>	<input type="text" value="Employee No./Case ID/Office/Ward Name"/>

Pre-booked telephone booking must be at least 30 minutes in duration.

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

Step 4

In the **Pre-booked telephone interpreting** section, enter the location you will be calling from and the non-English speaking client's phone number (if required). 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.

Pre-booked telephone interpreting

Location of where you will be calling from *

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

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.

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Step 5

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

Do you have any other requirements for the job? *
This section allows TIS National clients to record any additional job requirements e.g. an interpreter who holds a security clearance.

Yes
 No

Are you requesting a specific interpreter? *
All specific interpreter requests will be processed in accordance with [TIS National Allocation Policy](#)

Yes
 No

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

Step 6

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 2 hours, 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 conditions 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 7

Once you complete and submit the booking form, a TIS National job ID will appear in the **Job details** section of the booking. The 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. A second email will be sent when TIS National assigns an interpreter. The email will contain a contact number to call at the time of the booking to be connected to your interpreter. If no interpreters are available, the job will be cancelled and you will be notified by email.

After job submission

Making adjustments to a booking

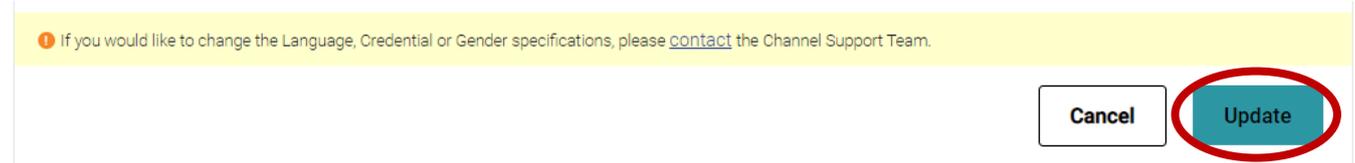
Most adjustments to a booking can be made by your agency through the TIS Online portal up to 24 hours prior to the scheduled start time. If you want to make an adjustment within 24 hours, please email our TIS National Channel Support Team at tis@homeaffairs.gov.au.

To make an adjustment, click on the job ID number on the **My jobs summary** page.

Click **Edit** next to the section you wish to adjust.



Make any adjustments and click **Update**.



The following notification will then 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.

How to connect to a pre-booked telephone job on the day

To connect to a pre-booked telephone job on the day of the booking, please refer to the booking confirmation email you receive from TIS National.

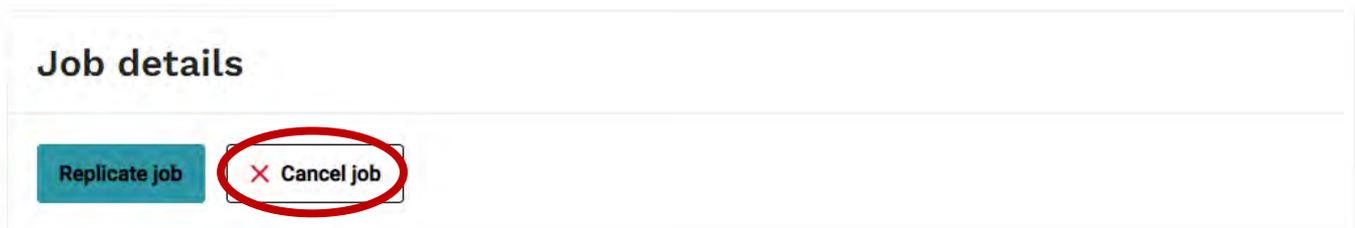
You will need to call the specified number at the time of the booking and quote the 9-digit job ID provided in the email. Please advise the Contact Centre Operator if you require them to contact your client.

How to finalise a pre-booked telephone job

The booking will be automatically finalised after you have finished the call.

Cancelling a booking

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



NB: You will be unable to cancel the booking if the scheduled booking time has already commenced. In this instance, please email a cancellation request to tis@homeaffairs.gov.au.

Provide a brief reason for the cancellation of the booking and click **Submit**.

Please enter a reason for cancelling this job *

Submit **Cancel**

Please refer to the [TIS National Cancellation Policy](#) for further information.

Frequently Asked Questions

Please refer to the [Frequently Asked Questions for Agencies](#) under the **Agencies** section on the TIS National website.