



Promoting TIS National

Why promote TIS National services?

Providing access to language services ensures all Australians can connect to your agency regardless of their language. These guidelines can assist you in communicating to your clients that they can access Translating and Interpreting Service (TIS National) interpreters when they connect with your agency.

You can do this by including information about our services and displaying our immediate phone interpreting service phone number (131 450) in a variety of ways including:

- on bills, invoices or account statements
- in information packs or correspondence you send to clients
- on promotional materials
- in community directories
- on your website.

Before you promote our interpreting services

Before you advertise our contact details you need to ensure your organisation is registered with TIS National and accepts incoming interpreter-assisted calls requested by your non-English speaking clients.

If your organisation is not registered with TIS National, you can [register](http://www.tisnational.gov.au/register) on our website (www.tisnational.gov.au/register).

It is important your employees have the correct TIS National client code for your organisation so interpreter-assisted calls can be connected correctly and efficiently. Do not release your client code to your clients. The client code is your unique identifying code that is used to invoice your agency and should be protected by your organisation.

Difference between translating and interpreting

Interpreting and translating are different services.

An interpreter verbally facilitates communication from one language to another.

A translator translates written material from one language to another.

TIS National provides interpreting services, not translation services. It is important to recognise the difference between the two services so you can provide clients the correct information about TIS National according to their needs.

How to promote TIS National services

Promoting TIS National to your clients in English

If you want to promote our services in English, we recommend you use the following text:

If you need an interpreter, call TIS National on 131 450.

You may also like to include the text in conjunction with the National Interpreter Symbol, the TIS National logo and/or our instructional image.

National Interpreter Symbol



Instructional image



TIS National logo (stacked)



TIS National logo (inline)



Copies of the National Interpreter Symbol are available from the [Victorian Multicultural Commission website](#).

You can request a copy of the TIS National logo or our instructional image by contacting our Client Liaison Team by emailing tispromo@homeaffairs.gov.au or by calling 1300 655 820. When using the TIS National logo or instructional image, please ensure you don't stretch the image so it maintains the correct ratio.

Promoting TIS National to your clients in other languages

TIS National also provides pre-translated text in a range of high-demand languages to support you to let your non-English speaking clients know they can access an interpreter to contact your organisation.

The following text which can be customised to your organisation and is available from our website (www.tisnational.gov.au/promote):

If you need an interpreter, please call TIS National on 131 450 and ask them to call (*insert your agency name*) on (*insert your agency phone number*). Our business hours are (*insert your agency business hours*).

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

The pre-translated text is available in the following languages:

- Arabic
- Dari
- Farsi (alt Persian)
- Greek
- Hazaragi
- Italian
- Karen
- Korean
- Myanmar Language (alt Burmese)
- Nepali
- Russian
- Serbian
- Simplified Chinese
- Somali
- Spanish
- Tamil
- Traditional Chinese
- Turkish
- Vietnamese.

You can insert your organisations details in English in the italicised sections of the translated text. Portable Document Format (PDF) versions of the translations have also been provided for your use as a guide to see how the text should appear on the finished product.

Please note, you need the correct language packs installed on your computer when copy and pasting the translated text into your product. We strongly recommend you have the final text quality checked by an accredited translator before it's published to ensure the translation has not been distorted during the editing process.

Directory listings

Some community directories list TIS National as an interpreting service provider. To update a TIS National directory listing, please use the following text where suitable:

Translating and Interpreting Service (TIS National)

TIS National is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

TIS National provides immediate phone interpreting, pre-booked phone interpreting and on-site interpreting and has:

- more than 50 years experience in language services
- access to more than 3000 contracted interpreters across Australia
- access to interpreters speaking more than 160 languages.

TIS National's immediate phone interpreting service is available 24 hours a day, every day of the year for any person or organisation in Australia who needs an interpreter. Some agencies may be eligible to access free interpreting services through TIS National.

Online: www.tisnational.gov.au

General enquiries: 1300 655 820

Immediate phone interpreting: 131 450

Email: tispromo@homeaffairs.gov.au

Promotional materials

TIS National provides a range of promotional materials to support your organisation and clients.

[View our promotional materials catalogue](#)

More information

For more information or if you have any questions, contact our Client Liaison Team by emailing tispromo@homeaffairs.gov.au or calling 1300 655 820.