Languages available through ATIS

Albanian	Filipino (alt Tagalog)	Malay	Sinhalese
Amharic	French	Mandarin	Somali
Arabic	German	Myanmar language (alt Burmese)	Southern Kurdish (alt Feyli)
Assyrian	Greek	Nepali	Spanish
Bengali (alt Bangla)	Hazaragi	Oromo	Sudanese Arabic
Bosnian	Hindi	Pashto	Swahili (alt Ki-Swahili)
Cantonese	Indonesian	Polish	Tamil
Chaldean	Italian	Portuguese	Thai
Hakha Chin	Japanese	Punjabi	Tibetan
Croatian	Khmer	Rohingya	Tigrinya
Dari	Kirundi	Russian	Turkish
Dinka	Korean	Samoan	Urdu
Farsi (alt Persian)	Kurmanji (Kurdish)	Serbian	Vietnamese
	Macedonian		

Login requirements

TIS National Client code:

ATIS Account number:

ATIS Access number:

Australian Government

Department of Home Affairs

TIS

TRANSLATING
AND
INTERPRETING
SERVICE

The Translating and Interpreting Service (TIS National) has improved the Automated Telephone Interpreting Service (ATIS) to give you faster access to a phone interpreter without having to call the TIS National Contact Centre.

Ensure that you are able to conference your client into the call or have your client with you before calling ATIS.

Call ATIS on **1800 131 450** to access an immediate phone interpreter.

Features

- Available in over 50 languages.
- More interpreters accepting requests through the automated service.
- Ability to connect through to a phone interpreter using self-service.
- Save time by avoiding lengthy call queues when requesting a phone interpreter in these languages.

Using ATIS

1. Call ATIS on **1800 131 450**.
2. When prompted, say the language you need.
3. Choose the gender of your interpreter by pressing:
   (1) to select either gender
   (2) to select a female interpreter
   (3) to select a male interpreter.
4. Enter your ATIS Account number and ATIS Access number then press #.
5. Write down the job number provided.

For enquiries about ATIS, contact TIS Channel Support Team by email **tis@homeaffairs.gov.au** or call **1300 655 082**.

Steps to create a conference in ATIS

1. Once the interpreter has been connected, notify the interpreter that you need to place them on hold to call the non-English speaker.
2. Press the 'Conference' button (this will also put the interpreter on hold).
3. Dial the non-English speaker's phone number.
4. When the call connects, press the 'Conference' button again to add the client to the call.
5. Inform the interpreter that the non-English speaking client has been connected.