



Talking TIS newsletter

Winter 2014

Manage your bookings – anywhere, anytime

TIS National is committed to improving services to provide our clients with more options to access interpreting services. Following the launch of our new, more intuitive website in July 2013 (www.tisnational.gov.au), we have continued to develop the website to expand our online service offering and we will soon launch our newest service, TIS Online.

TIS Online is an automated booking request and allocation system which allows agency clients and interpreters to self-manage all of their on-site interpreting bookings online.

We are very excited about delivering this initiative which TIS National's Director, Trevor Neroy, played a key role in driving. 'We are developing new ways to deliver language services to the Australian community,' Trevor said. 'Developing new digital service channels will enhance TIS National's capability to provide more interpreting services to the Australian community'.

While the option to book an on-site interpreter online is already available, TIS Online will enable agencies to request, monitor and manage all of their on-site interpreter bookings from one location and update their details whenever's most convenient for them.

Users will also be able to select if they would like to receive updates by email and/or Short Message Service (SMS) as the status of their bookings change, ensuring they're always kept up-to-date. TIS Online will even work on mobile devices so users can manage their interpreter bookings, anywhere, anytime.



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TIS Online will enable booking requests to be processed in the shortest possible timeframe while ensuring that the highest credentialed interpreter available is allocated to each request. TIS Online will also provide interpreters with the ability to better manage their time and plan their booking schedule, which we anticipate will result in increased job satisfaction for interpreters.

TIS Online will be piloted among a limited group of clients and interpreters to ensure the system is reliable and efficient prior to being made available to all clients and interpreters. It is anticipated that TIS Online will be available to all agency clients and interpreters in early 2015.



To further develop our complete digital service offering, we will soon also introduce a range of enhancements to our automated phone interpreting service, ATIS Voice. Look out for more updates about the launch of TIS Online in the next edition of Talking TIS, on the TIS National website (www.tisnational.gov.au) or by subscribing to TIS National eComms. (www.tisnational.gov.au/subscribe).

Do you send booking requests by fax?

In an effort to create a streamlined and paperless booking system and prepare our clients for the launch of TIS Online, from 1 September 2014, TIS National will no longer accept booking requests which are sent by fax.

From this date, booking requests for on-site and pre-booked phone interpreters will only be accepted through the online interpreter booking form on our website (www.tisnational.gov.au/bookingform).

There are a range of benefits from using the online booking form including:

- ✓ it's monitored 24 hours, 7 days a week
- ✓ it allows us to process bookings in the shortest possible time
- ✓ you will receive a notification confirming your request was successfully submitted
- ✓ ensures your request includes all of the information needed for us to immediately start searching for an available interpreter
- ✓ removes the potential for errors when entering hand-written fax requests in the booking system
- ✓ ensures your request cannot be misplaced or overlooked
- ✓ it helps us reduce the environmental impact created from printed faxes.

Find the online interpreter booking form at www.tisnational.gov.au/bookingform

For more information about using TIS National services, view some frequently asked questions for agencies on our website (www.tisnational.gov.au/agencyfaqs) or call our Client Liaison and Promotions team on 1300 655 820.

New eBilling features

In November 2013 we launched our new eBilling service, which provides invoices to our clients electronically. We have consistently received positive feedback from our clients about the new service which replaced traditional paper invoices.

We've made further enhancements to the system since it was launched to provide clients with the option to view individual job statements as well as their full invoice.

If you have provided us with an email address for billing purposes, you should now be receiving your TIS National invoices electronically. If you have not registered an email address for billing purposes and would like to receive your invoice electronically, please email tis.finance@immi.gov.au or call 1300 304 604.

What's new

In June 2014, TIS National introduced a new telephony system which has made call-handling processes more efficient, enabling us to provide more services, improve call waiting times and handle growing demand for interpreters.



The project team were very excited to deliver this new world-first technology for TIS National (L-R: Matt McKenzie, Mirsada Hamzic, Matt Gauci, Peter Jasky, Amit Kumar, Fran Pollio-Bailey).

Stay up-to-date with TIS eComms

Would you like to keep up-to-date with the latest news and initiatives at TIS National?

TIS National provides electronic communication (eComms) updates to anyone who wants to know what's happening at TIS National.

Subscribe for TIS National eComms on our website (www.tisnational.gov.au/subscribe) to make sure you always receive the latest TIS National news and service updates. You can unsubscribe from TIS National eComms at any time.



Video conferencing update

TIS National recently trialled video conference technology for interpreting assignments with a group of selected clients, to provide supplementary interpreting services.

We are continuing to progress the development of a more suitable commercial-grade video conferencing solution and will provide more updates in the next edition of *Talking TIS*.

Update: Interpreter scholarship program



In May 2014, TIS National launched its Interpreter Scholarship program. The program is an exciting new initiative which is aimed at developing and supporting TIS National interpreters, while also improving the quality of services offered to the community by TIS National.

The program is comprised of two components – scholarships for interpreters to undertake selected professional development short courses particularly in the areas of mental health, torture and trauma, health and medical and court interpreting. Recently, the [Australian Institute of Interpreters and Translators \(AUSIT\)](#) conducted a Working with Police workshop which several TIS National interpreters attended.

The response from our panel of interpreters about the scholarship program has been overwhelmingly positive and a huge number have expressed their continued interest in enhancing their skills by attending legal and court interpreting courses. Quality education providers such as [RMIT](#) and [Monash University](#) have also delivered one day workshops.

The second component is the reimbursement of [National Accreditation Authority for Translators and Interpreters \(NAATI\)](#) accreditation fees. The reimbursement will be considered for interpreters who have successfully obtained a NAATI accreditation on or after 1 January 2014, particularly in new and emerging languages and

established languages for interpreters residing in rural and remote locations where there is a strong demand for interpreting services.

Overall the program is assisting our interpreters to enhance their existing skills through professional development. TIS National is committed to ensuring that the highest level of service is offered to our clients while recognising the valuable work done by our interpreters.

Tell us about your experience

At TIS National we value receiving feedback as it helps us continue to improve the quality of services we provide to our clients.

When we receive feedback it is recorded in our systems and referred to the appropriate team in TIS National to investigate. Feedback patterns are tracked and used to identify potential service issues and update our processes.

We have already implemented a range of positive changes to our website, online forms, booking processes and service response times in response to feedback received from clients.

We would like to hear your feedback about:

- interpreter conduct and performance
- operator conduct and performance
- experiences when using TIS National services.

Provide feedback using the [feedback form](#) on our website (www.tisnational.gov.au/feedback).



Quality-assured services

In March 2014, we wrapped up our on-site mystery shopping pilot. The pilot, which started in October 2013, resulted in close to 60 on-site interpreting assignments being assessed by bi-lingual mystery shoppers and NAATI assessors to ensure TIS National interpreters are delivering high-quality services.

Mystery shoppers attended on-site assignments and assessed interpreters on their customer service skills, while NAATI assessors reviewed the interpreting skills of the interpreter using a recorded version of the assignment. The interpreters were not aware they were being assessed which was integral to the pilots success. Establishing a pilot of this nature was complex but yielded positive results enabling TIS National to better understand the quality of services provided by interpreters. The results of the pilot have also been incredibly valuable for interpreters.

Our phone mystery shopping programme continues, with more than 1200 calls assessed between July 2013 and June 2014 with plans to expand the number of languages covered and the number of calls assessed. The programme assesses phone interpreting calls performed by interpreters in a number of high demand community languages, as well as the level of service provided by our contact centre operators.



One-on-one coaching sessions conducted by TIS National Interpreter Liaison Officers with assessed interpreters, provides interpreters with constructive feedback on areas they can develop and improve their skills and expertise. General outcomes from the programme are also used to provide all interpreters with hints and tips to improve the quality of services they provide all of our interpreters through the monthly interpreter newsletter.

More interpreters to provide more services

TIS National has a strong focus and commitment to recruiting suitably qualified, skilled and experienced interpreters to deliver our interpreting services. Between July 2013 and June 2014 we recruited 356 new interpreters across 58 languages. While the majority of interpreters recruited interpret in established community languages, there has also been substantial growth in the number of interpreters recruited in new and emerging languages such as Rohingya, which represented 4.9 per cent of interpreters recruited in the past year.

We are currently on track to have more than 3000 interpreters engaged by TIS National by the end of 2014 and will continue to expand to meet increasing demand for interpreting in the community.



We are always seeking to recruit new interpreters. View our current recruitment priorities on the [career opportunities for interpreters](http://www.tisnational.gov.au/interpretercareers) page on our website (www.tisnational.gov.au/interpretercareers).

Do your clients know you use TIS National interpreters?

At the Translating and Interpreting Service (TIS National), we've made it easy to promote the availability of our interpreters through your organisation.

Providing language services adds value to your department or organisation by catering for, and acknowledging all Australians regardless of cultural, linguistics or religious backgrounds. By promoting the availability of our services, you are providing access and equity to your non-English speaking clients.

We recently published an updated version of our [Guidelines for promoting TIS National](#) to assist you to let your clients know they can access TIS National interpreters to communicate with your agency.

The guidelines can be used in conjunction with a range of pre-translated text available in high-demand languages to let non-English speakers know how to contact you using a TIS National phone interpreter. Access the guidelines and pre-translated text on our website (www.tisnational.gov.au/promote).

TIS National also provides a range of promotional materials to assist you and your clients to access our services. You can view, print or save our range of promotional materials from our [promotional materials catalogue](#). If you need more information or assistance promoting the availability of TIS National services through your agency, contact a Client Liaison and Promotions account manager by email to tispromo@immi.gov.au or call 1300 655 820.



Get the highest accredited interpreter

TIS National assigns work to interpreters on the basis of their National Accreditation Authority for Translators and Interpreters (NAATI) credential level and availability in order to ensure you receive the most qualified available interpreter.

If you request a specific interpreter, TIS National may provide you with that interpreter if we are satisfied that an exceptional circumstance exists to warrant the provision of that interpreter. You will also be required to complete an indemnity form before the request will be filled. While TIS National may provide you with specific interpreters, we strongly recommend that you avoid requesting specific interpreters where possible.

Why? Requesting the services of a specific interpreter limits TIS National's ability to provide the most qualified available interpreter for your appointment. When you request a specific interpreter you may receive a less qualified interpreter than if you requested the highest credentialed interpreter available. Requesting a specific interpreter also impedes TIS National's ability to provide an interpreter for urgent requests.

Find TIS National's allocation policy on our website (www.tisnational.gov.au/usingtis).

Meet Jason Luu

Jason is a Vietnamese TIS National interpreter who has interpreted for Bill Clinton and loves to Broadway dance in his spare time to keep his mind and body active.

He was inspired to become an interpreter by his father who was a lecturer of economics. His father spoke with overseas businessmen and encountered negative experiences with interpreters. Jason graduated in 2000 from Vietnam National University completing his Bachelor of Arts - interpreting and translating. He was offered a job as a teaching lecturer in the college of foreign languages section at the Vietnam University while practicing as a conference interpreter (which involves simultaneous interpreting as opposed to consecutive interpreting).

In 2002 he was awarded a full scholarship for an intensive course on conference interpreting in Brussels, Belgium. In the same year he was awarded a second scholarship from the Australian government and came to Melbourne to complete a master's degree in education interpreting at Monash University. Jason is now a dual citizen.

Jason interpreted for Bill Clinton in 2000 during his presidential visit to Vietnam. His visit marked the normalisation between the two countries as this was the first United States (US) presidential visit since the Vietnam war. Jason said 'Bill Clinton is good to work with—as he was a lawyer he knew exactly when to pause, he speaks beautiful English and he knows exactly when to stop for you to work. It was not challenging as he knew how to work with interpreters'.

Advice for interpreters and those who use them

Jason has worked for TIS National since 2008 and really enjoys his job. He has lots of great advice for those wanting to work in interpreting

and for those who need to use interpreters. 'If you want to be successful in interpreting it's not only the skills but the background knowledge. With business people you need to cut down to the main message as they are busy, but working in a legal setting make sure you interpret precisely what is being said. I like to be an actor and represent body language so it's conveyed as part of the message' he said. Jason's top tip is 'the best interpreters are the most invisible ones. I am just your voice. Interpreters need to forget themselves and not take it personally'. He advises interpreters to do as many courses as possible.



When working with interpreters, Jason suggests the biggest challenge today is ensuring agencies know how to work with interpreters. He recommends that reading information on how to work with interpreters beforehand is helpful.

The future of interpreting

Jason believes the future of interpreting is in simultaneous interpreting. He said 'if more people were qualified as conference interpreters it would save time and resources for all parties. More and more Australian business people are going to see what opportunities are overseas and investors are coming to Australia'.

More information about [working with TIS National interpreters](http://www.tisnational.gov.au/workwithinterpreters) including some tips for getting the most out of your interpreting session are available on our website (www.tisnational.gov.au/workwithinterpreters).

Want to give the greatest gift?

DonateLife has produced a new suite of resources in 18 languages to help culturally and linguistically diverse communities with family discussion and decision-making about organ and tissue donation.

The new translated resources include the standard DonateLife brochure, which provides information on facts, myths and help with making donation decisions as well as the registration form for the Australian Organ Donor Register (AODR).

In addition, materials to support donor families after a loved one has donated have also been translated. The *Understanding Death and Donation* booklet assists with understanding the donation process and support their decision-making and the *In Reflection* booklet provides information for donor families in dealing with the grieving process.

The resources are now available in 18 languages: Arabic, Chinese (traditional), Greek, Hindi, Italian, Spanish, Turkish, Vietnamese, Chinese (simplified), Korean, Dinka, Somali, Dari, Punjabi, Indonesian (Bahasa), Macedonian, Serbian and Croatian.

These resources are the latest initiative of the 'DonateLife...the greatest gift' community education campaign. This campaign, conducted in consultation with religious and community leaders, is a national strategic priority to ensure access to culturally appropriate and in-language resources for diverse faith and cultural communities in Australia.

All in-language resources are available from the DonateLife website (www.donatelife.gov.au/for-the-community/multicultural-resources). For more information contact DonateLife Victoria.

Phone: 03 8317 7400

Email: donatelife@redcrossblood.org.au



EVERY HOUR EVERY DAY

Translating and Interpreting Service (TIS National)

131 450

Client Liaison and Promotions

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