



Australian Government
Department of Home Affairs



Video remote interpreting

guide for agencies

Contents

What is a video remote interpreting assignment?	2
Step-by-step guide for booking video remote interpreting assignments.....	2
How to finalise a video remote interpreting job	6
After job submission.....	6
Making adjustments to a booking	6
Cancelling a booking	7
Frequently Asked Questions	7

What is a video remote interpreting assignment?

Video remote interpreting allows agencies to connect with an interpreter via a video conferencing platform rather than on-site or via phone. TIS National offers all agency clients the ability to book interpreters for video remote interpreting services through our online booking system, TIS Online.

This service will complement TIS National's existing on-site and telephone interpreting services by providing agencies with added flexibility when booking interpreters for engagements with their non-English speaking (NES) clients.

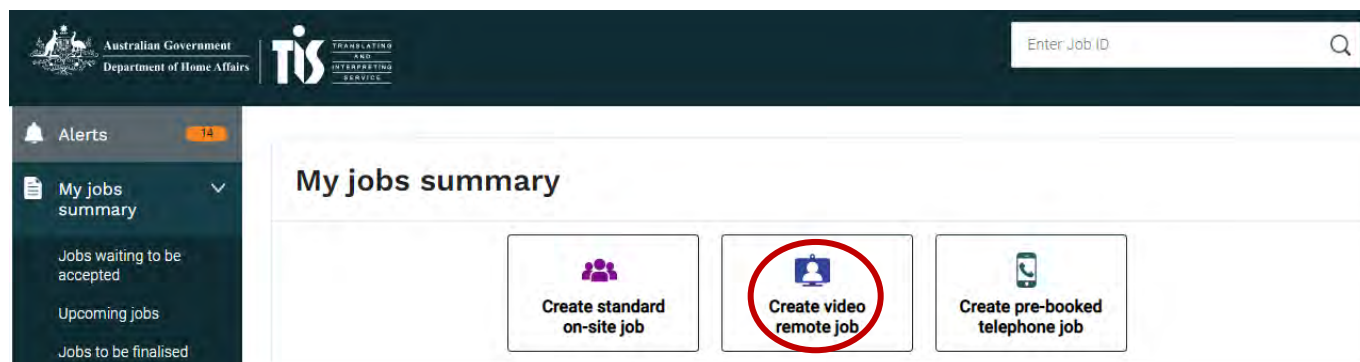
All interpreting booking requests must be made through the TIS Online portal, and wherever possible, with at least one week's prior notice.

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 video remote interpreting assignments

Step 1

Log in to your account on [TIS Online](#) and click on the **Create video remote job** button.



Step 2

The **Booking details** may be pre-populated based on the information provided when the account was created. You will be able to provide alternate contact details later in the form.

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 <input style="width: 95%; height: 20px;" type="text"/>	Agency <input style="width: 95%; height: 20px; background-color: #f0f0f0;" type="text" value="Test account"/>
Section name <input style="width: 95%; height: 20px; background-color: #f0f0f0;" type="text" value="Section name VH test account"/>	Sub section name <input style="width: 95%; height: 20px;" type="text"/>
Booking contact <input style="width: 95%; height: 20px;" type="text"/>	Email <input style="width: 95%; height: 20px;" type="text"/>
Work number <input style="width: 95%; height: 20px;" type="text"/>	Mobile number <input style="width: 95%; height: 20px;" 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.

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

Job details

Language * ⓘ <input style="width: 95%; height: 20px;" type="text" value="Ada"/>	Service type ⓘ <input style="width: 95%; height: 20px; background-color: #f0f0f0;" type="text" value="Video remote interpreting"/>
Minimum required NAATI credential for the interpreter * ⓘ Find out which languages have NAATI credentials available	<input style="width: 95%; height: 20px;" type="text" value="All levels"/>
Preferred gender of the interpreter * ⓘ	<input style="width: 95%; height: 20px;" type="text" value="Either"/>
Date *	Start time *
<input style="width: 95%; height: 20px;" type="text" value="dd/mm/yyyy"/>	<input style="width: 95%; height: 20px;" type="text" value="10:00 AM"/>
End time *	Job duration
<input style="width: 95%; height: 20px;" type="text" value="10:00 AM"/>	<input style="width: 95%; height: 20px;" type="text" value="0.00 hours"/>
Non-English speaker's name * ⓘ	Invoice reference ⓘ
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Employee No./Case ID/Office/Ward Name"/>

Step 4

In the **Video remote interpreting** section, enter the location you will be calling from and the video conference platform you will use.

NB: Screenshot covers steps 4-8

Step 5

In the **Meeting link** field, enter the URL/hyperlink for the interpreter to join the video conference. This meeting link information is generated in your preferred video conference platform (e.g. Zoom) once you have created the booking. If you do not yet have a meeting link, enter <https://www.tisnational.gov.au> as a placeholder. You can then edit the meeting link at any time up to and during the booking time.

Please note: Meeting links cannot be sent directly to interpreters via email.

Step 6

In the **Instructions** field, enter sufficient instructions to enable the interpreter to join the video conference. Add any meeting or access codes the interpreter will need to join. If you used a placeholder meeting link in Step 4, please include a comment indicating that a replacement link will be provided.

Step 7

In the **Technical support contact name** and **Technical support contact phone number** fields, enter the name and phone number of a person the interpreter can contact by phone in the event of technical difficulties during the booking.

Please note: TIS National is not able to provide any technical support to resolve connectivity or third party platform issues experienced by the agency client. If an interpreter is experiencing technical issues that cannot be resolved, please call the Channel Support Team on 1300 655 082.

Step 8

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.

Please 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.

Step 9

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.

Are you requesting a specific interpreter? *

All specific interpreter requests will be processed in accordance with [TIS National Allocation Policy](#).

Yes

No

Yes

No

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

Step 10

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 11

Once you complete and submit the booking form, a TIS National job ID will appear in the **Job details** section of the form. Your video remote 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 and a further email once an interpreter is assigned. If no interpreters are available, the job will be cancelled and you will be notified by email.

Step 12

At the scheduled start time of the booking, the interpreter will join your video conference using the meeting link and/or access codes you have provided in the video remote interpreting section of the booking form.

How to finalise a video remote interpreting job

After the scheduled end time of the booking, you will be prompted by email to finalise the job in TIS Online. You will have 7 calendar days to finalise or dispute the booking before the system auto-finalises it.

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. For adjustments outside 24 hours until the scheduled booking start time, log into your TIS Online portal and self-adjust the booking details.

For adjustments within 24 hours of the scheduled start time, email the TIS National Channel Support Team at tis@homeaffairs.gov.au.

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

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

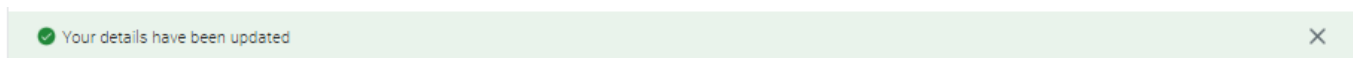
Job details

Edit

Make the adjustments and click **Update** once finished.



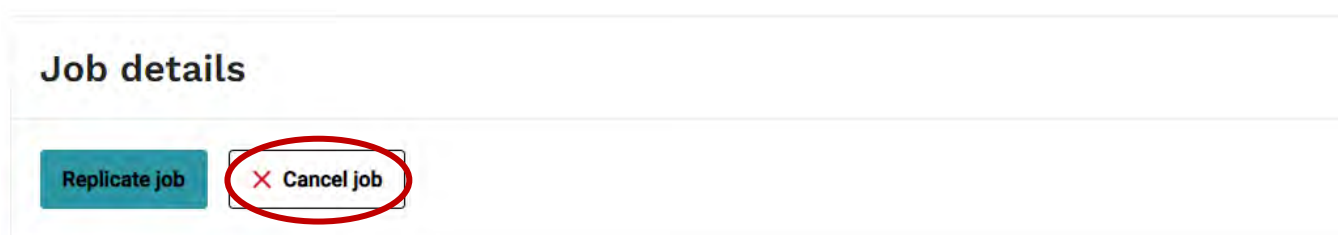
The following notification will appear.



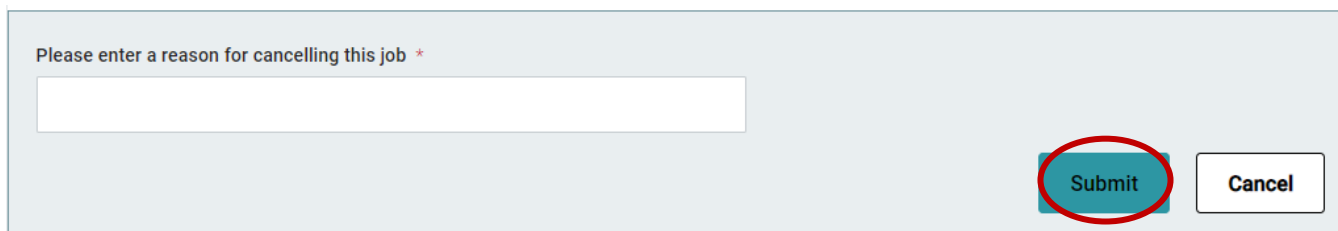
NB: Some adjustments will require the interpreter to reaccept the booking e.g. change of date/time. The interpreter will have 24 hours to reaccept before the system will release the job to be reallocated to another interpreter.

Cancelling a booking

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



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



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.