



Free Interpreting Service for real estate agencies

The Free Interpreting Service aims to provide equitable access to key services for people with limited or no English language proficiency.

Real estate agencies can access the Free Interpreting Service to discuss any private residential property matters with their clients.

Why should real estate agencies engage an interpreter?

Australia has rich cultural and linguistic diversity. The 2021 census revealed that over 5.5 million Australians speak a language other than English at home. Further, Australians represent over 250 different ancestries and speak more than 350 languages.

Real estate agents are obliged to make sure that clients properly understand details of transactions, particularly when entering into legally binding agreements, such as tenancies and sales contracts, or when explaining tenancy obligations.

Real estate agents can engage a credentialed interpreter to communicate technical or complex information and to establish a relationship with clients who have limited or no English language proficiency.

Using the Free Interpreting Service is easy and convenient. It is quick and simple to register, and you will be connected to a phone interpreter within a few minutes of calling.

Services available to real estate agencies

Any property manager, office support staff, or real estate agent can use the Free Interpreting Service to access phone interpreting services delivered by TIS National, including:

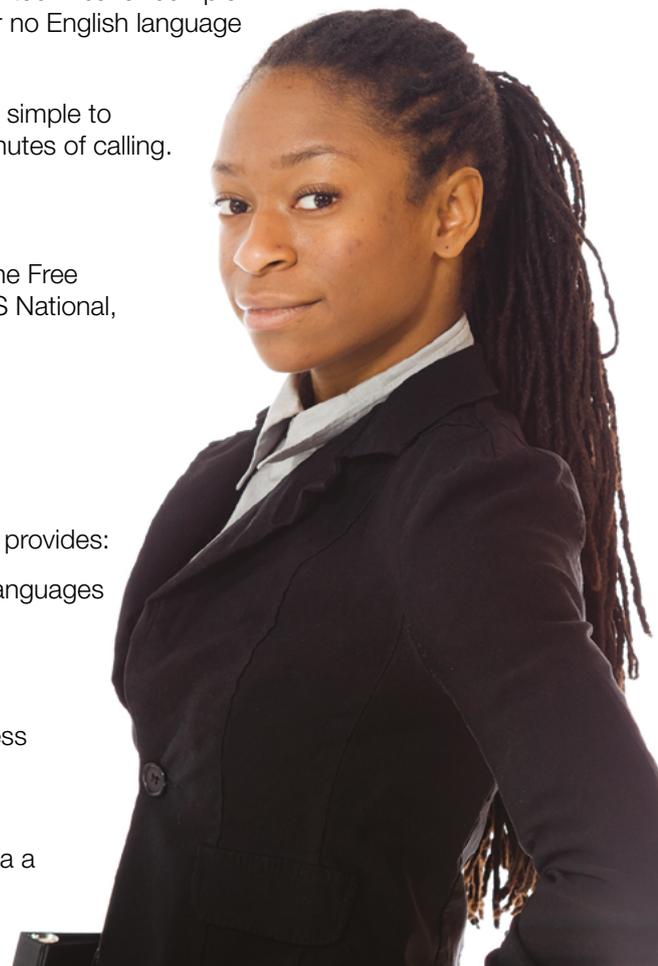
- immediate phone interpreting
- Automated Telephone Interpreting Service (ATIS)
- pre-booked phone interpreting
- video remote interpreting.

Immediate phone interpreting is most useful for unplanned interactions. It provides:

- access to more than 2700 interpreters in more than 150 different languages
- interpreting services 24 hours a day, 7 days a week
- connection to an interpreter within a few minutes of calling.

Pre-booked phone interpreting is useful for planned interactions, such as appointments for signing rental agreements, or if you need to request a less common language.

Video remote interpreting complements TIS National's existing phone interpreting services and allows agencies to connect with an interpreter via a video conferencing platform.





Eligibility

Real estate agencies are eligible to access the Free Interpreting Service if they:

- hold a real estate agency licence
- provide private residential property services (rental or sales), and
- are providing services to anyone in Australia who is eligible for Medicare.

The Free Interpreting Service can be used for any private residential property matter, including but not limited to:

- signing new tenancy agreements
- organising an inspection
- consulting with owners wishing to sell their house
- consulting with buyers wishing to buy a house
- completing the sale of a house.



Register for the Free Interpreting Service

Each real estate agent will need a unique client code to access the service.

To register for a client code, complete the online [client registration form](#) on the TIS National website. If you require assistance with registering contact TIS National on 1300 575 847 or tis.freeinterpreting@homeaffairs.gov.au.

To access the Free Interpreting Service

1. Call TIS National on 131 450 to access immediate phone interpreting.
2. Provide the operator with the language and gender (if specified) of the interpreter that you need.
3. Provide your client code and the name of the real estate agency to the operator.

You can easily request and manage all of your pre-booked phone and video remote interpreter bookings through TIS Online. All agencies registered with a TIS National account are automatically registered to use TIS Online.

More information

- **Read:** about the Free Interpreting Service: tisnational.gov.au/FIS
- **Read:** about how to access TIS National's online booking system [TIS Online](#)
- **Watch:** videos about TIS National services and how to work with interpreters: tisnational.gov.au/videos
- **Order:** free promotional materials from the online TIS National catalogue: tisnational.gov.au/promomaterials
- **Contact:** TIS National Free Interpreting Service Team on 1300 575 847 or tis.freeinterpreting@homeaffairs.gov.au

24 hours a day, every day of the year