



Australian Government
Department of Home Affairs

A close-up photograph of a young woman with dark hair, wearing a black headset with a microphone. She is smiling broadly, showing her teeth, and looking slightly to the left. She is wearing a light-colored top and a thin necklace. The background is plain white.

A Guide to TIS National Services

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The Translating and Interpreting Service (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.

With more than 70 years of experience in language services, TIS National has access to over 2700 contracted interpreters across Australia speaking more than 150 languages.

TIS National operates 24 hours a day, every day of the year and our interpreting services are available to any person or organisation in Australia.



Immediate operator-assisted telephone interpreting can be accessed by agency and non-English speaking clients with the assistance of a telephone operator by calling 131 450.

Automated Telephone Interpreting Service (ATIS) is an automated immediate telephone interpreting service, which allows you to directly connect with an interpreter by calling 1800 131 450.



TIS pre-booked telephone interpreting is available for agency clients to book a telephone interpreter in advance of an appointment.

TIS on-site is available for agency clients to book an interpreter to attend an assignment face-to-face.



TIS video remote interpreting allows a multi-party video conference between a TIS National interpreter, agency client and their non-English speaking client/s located anywhere in Australia.

TIS Online is our automated booking portal that enables agency clients and interpreters to self-manage pre-booked telephone, on-site and video remote interpreting services.



Why engage TIS National interpreters?

TIS National engages contracted interpreters who:

- are insured for professional indemnity, public liability and workers compensation
- have been cleared by Australian Federal Police checks
- are bound by the Australian Institute of Interpreters and Translators (AUSIT) *Code of Ethics and Code of Conduct*.

At TIS National, we allocate work to interpreters on the basis of their National Accreditation Authority for Translators and Interpreters (NAATI) credentials and availability to ensure you receive the highest credentialed available interpreter.

Getting started with TIS National

To access TIS National's interpreting services your agency needs to register an account with us.

There are no administration fees for registering an account with TIS National. TIS National provides services on a fee-for-service basis—you will only be charged for individual interpreting services.

Calculate your service charges with our online cost calculator (tisonational.gov.au/costcalculator).

Some organisations and individuals are also eligible for free services through TIS National. Find out more about the Free Interpreting Service (FIS) (tisonational.gov.au/fis) via our website or by contacting the FIS Team by email at tis.freeinterpreting@homeaffairs.gov.au.

You can register for a client code by submitting an online client registration form (tisonational.gov.au/register).

When registering you will need to provide:

- a contact name and telephone number (and a secondary contact name and telephone number if possible)
- your email address
- an email for invoicing purposes
- the name of your agency
- the telephone number you would like our operators to call when a non-English speaker requests to speak to your agency
- an Australian mailing and postal address
- any required information you need recorded on individual job records.

You will also need to decide if your agency would like to accept calls to your agency that are initiated by non-English speaking clients (NES-initiated calls).

If you have any queries or need more information, please email the Client Liaison Team at tispromo@homeaffairs.gov.au.

Once you have registered an account for your agency, you will be given a TIS National client code: your agency's unique account number. You will also be required to log into our online booking system, TIS Online, and create a password.

You will need to provide your client code each time you request a TIS National service.

If you wish to add additional users to an existing client code they can be added by the account administrator in TIS Online. Alternatively a request can be made to the TIS Client Liaison Team by email at tispromo@homeaffairs.gov.au.

Now you are ready to start accessing our services.



Immediate operator-assisted telephone interpreting via the TIS National Contact Centre

Immediate telephone interpreting is available for agency clients and non-English speakers who need to use an interpreter immediately over the telephone.

Call the TIS National Contact Centre on 131 450, 24 hours a day, every day of the year to access an immediate telephone interpreter.

With the assistance of a Contact Centre operator, immediate telephone interpreting allows TIS National to draw from a pool of interpreters across Australia rather than only considering interpreters based in your location.



ATIS – Automated Telephone Interpreting Service

ATIS is an automated voice-prompted telephone interpreting service. ATIS enables agency clients to access an interpreter in high-demand languages without assistance from a TIS National operator.

ATIS is available in over **50 languages** and uses voice recognition technology to identify the language requested and automatically connect you with an interpreter in that language.

ATIS also allows you to avoid lengthy wait times you may experience when calling the contact centre for an immediate telephone interpreter during peak times.

To use ATIS you will need to register for an ATIS account number and access number— this is different to your client code.

Register for ATIS

There are two ways to register for ATIS:

1. If you are a new client, within the [client registration form](#), click 'yes' in the section 'Would you like to create an ATIS account for this client code?' (tisonline.gov.au/register)
2. If you already have a TIS National client code and can access your TIS Online account, you can add a new ATIS account from within your [TIS Online](#) (tisonline.tisonline.gov.au) account.
 - i. Click the 'Agency account' tab.
 - ii. Click 'Add new ATIS account'.
 - iii. Enter your chosen account name and access number.

Once registered, access ATIS by calling 1800 131 450, 24hrs a day, 7 days per week.



TIS Pre-book – scheduled telephone interpreting

A pre-booked telephone interpreting assignment is when an agency pre-books an interpreter for a scheduled appointment/consultation in advance for the non-English speaking (NES) client e.g. a doctor's appointment.

Pre-booked interpreting services are booked through our online booking system TIS Online.

Pre-booked telephone requests can support:

- complex or highly sensitive subject matter
- briefing the interpreter about any critical information before connecting the NES
- higher success rate of securing a rare language interpreter or a language with limited availability. This is a result of the request being offered to the highest credentialed interpreter nationwide
- providing important documentation to the interpreter before the assignment e.g. pre-reading material.

Please note: charges may apply for any administrative work required by the assigned interpreter.

Interpreters must be booked for a **minimum of 30 minutes** and bookings can only be accepted up to three months in advance of an appointment.

TIS National recommends that agency clients provide at least one week's notice for pre-booked telephone requests. Please log into your TIS Online portal and submit the pre-booked telephone request at least one week prior to the date and time you require the interpreter.

Failure to provide at least one week's notice for pre-booked telephone requests may result in TIS National being unable to service your request.



TIS On-site – face-to-face interpreting

TIS National's on-site interpreting service is available for agency clients to book an interpreter to attend an appointment face-to-face. On-site interpreting services can be booked through our online booking system, TIS Online.

When a telephone interpreter would not be suitable, TIS National can arrange for an interpreter to attend a physical location (subject to interpreter availability and proximity of the interpreters to the physical location requested).

An on-site interpreter may be most appropriate when:

- you have a scheduled appointment with a client
- the appointment is of a sensitive or serious nature
- you anticipate that the appointment will go for an extended period of time.

On-site interpreters are usually booked by the organisation that needs to communicate with their non-English speaking client.

On-site interpreters must be booked for a **minimum of 90 minutes** and bookings can only be accepted up to three months in advance of an appointment.

TIS National recommends that agency clients provide at least one week's notice for on-site interpreting requests.



TIS Video Remote Interpreting

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.

Video remote interpreting complements TIS National's existing on-site and telephone interpreting services. It provides agencies with added flexibility when booking interpreters for engagements with non-English speaking clients.

A video remote interpreter may be most appropriate when:

- you have a scheduled appointment with a client
- an interpreter is not available in your location to perform an on-site booking
- the meeting participants are located at different sites

- you anticipate that the appointment will go for an extended period of time.

A wide range of video conferencing platforms are supported.

Video remote interpreting service must be booked for a **minimum of 30 minutes** and bookings can only be accepted up to three months in advance of an appointment.

TIS National recommends that agency clients provide at least one week's notice for video remote interpreting requests.



TIS Online – online booking portal

TIS National's online booking portal, TIS Online, allows you to request, manage and monitor all of your pre-booked telephone, on-site and video remote interpreting bookings. The portal also allows interpreters to select the jobs they would like to complete. Visit the [TIS Online login page](#) (tisonline.tisnational.gov.au/Login).

TIS Online allows you to:

- manage your bookings as it gives full visibility of your interpreter requests/ bookings and allows you to view, make updates or cancel bookings quickly and easily
- keep informed by sending notifications by email or SMS (if a mobile number has been selected as the preferred contact number) as the status of your bookings change
- quickly secure an interpreter: using TIS Online helps find the highest credentialed interpreter available in the shortest possible time frame
- stay connected wherever you go as the portal works on mobile devices, allowing you to manage your bookings anywhere, anytime
- easily update your agency's details and invite other staff members to use your TIS Online account.

The account administrator is automatically registered to use TIS Online. The administrator of your agency's account will receive a TIS Online invitation email when they register with TIS National and a prompt to create an account password.

The account administrator can register other staff members to use the agency's TIS Online account and support greater access to pre-booked telephone, on-site and video remote interpreting bookings.

Agency staff should contact their account administrator or, alternatively, contact TIS National's Client Accounts and Support team at tispromo@homeaffairs.gov.au to arrange access to TIS Online.

If you need any assistance using TIS Online or managing existing online bookings, our TIS Channel Support team can help. The team is available during business hours by calling 1300 655 082 or by emailing tis@homeaffairs.gov.au.

Booking cancellations

Cancellations for pre-booked telephone, standard on-site (less than 6.5 hours) and video remote assignments (less than 6.5 hours) made at least 24 hours before the scheduled booking time will not incur a charge.

Cancellations for full-day, on-site and video remote interpreting (6.5 hours or more) must be made at least 48 hours before the scheduled start time to avoid cancellation charges.

Cancellations made with less than required minimum notice in the [TIS National Cancellation Policy](#) (<https://www.tisnational.gov.au/en/Agencies/Charges-and-free-services/Interpreting-service-charges.aspx>) will incur charges in accordance with the Cancellation Policy.

Pre-booked telephone, on-site and video remote cancellations should be submitted through [TIS Online](#) (tisonline.tisnational.gov.au/Login).

Support

Frequently Asked Questions (FAQs)

You can find answers to a range of frequently asked questions on our website about:

- getting started with TIS National
- working with interpreters
- TIS Online
- our service charges, free services and invoicing.

View our [helpful FAQs](https://www.tisnational.gov.au/agencyfaqs) (tisnational.gov.au/agencyfaqs).

Contact your Account Manager

Our team of dedicated Client Liaison Account Managers can:

- help you select the most suitable service options for your requirements
- understand your clients' needs
- guide you on how to provide feedback to TIS National
- assist you to conduct an information session
- provide advice on promoting TIS National services
- provide access to promotional materials
- provide usage reports.

Contact your Account Manager by email at tispromo@homeaffairs.gov.au.

If you have a Free Interpreting Service account, you can contact an Account Manager by email at tis.freeinterpreting@homeaffairs.gov.au or by calling 1300 575 847.

Invoice and/or payment enquiries –

Our dedicated Client Accounts team can assist with invoice/payment enquiries. Please email tis.invoice@homeaffairs.gov.au

Provide feedback

At TIS National, we value feedback as it helps us to provide a high quality service to our clients. We track feedback patterns and use it to identify potential service issues and update our processes.

We receive a range of compliments, complaints and suggestions relating to:

- interpreter conduct and performance
- operator conduct and performance
- experiences when using our services.

You can provide feedback to TIS National using the Department's compliments, complaints and suggestions [feedback form](https://www.homeaffairs.gov.au/help-and-support/departmental-forms/online-forms/complaints-compliments-and-suggestions) (https://www.homeaffairs.gov.au/help-and-support/departmental-forms/online-forms/complaints-compliments-and-suggestions).

EVERY HOUR EVERY DAY

Translating and Interpreting Service (TIS National)

131 450

General and account enquiries

Client Liaison

Email: tispromo@homeaffairs.gov.au

1300 655 820

Finance Administration

Email: tis.finance@homeaffairs.gov.au

Free Interpreting Service

tis.freeinterpreting@homeaffairs.gov.au

1300 575 847

Enquiries about existing bookings

Email: tis.prebook@homeaffairs.gov.au

Phone: 1300 655 082

Find us online at www.tisnational.gov.au