



Australian Government
Department of Immigration
and Border Protection



Using TIS National services

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Immigration and Border Protection to provide interpreting services for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

Agency clients need to register with TIS National before they can access TIS National's interpreting services. You can register on the TIS National website.

See: www.tisnational.gov.au/register

Immediate phone interpreting

Immediate phone interpreting is available for agency clients who need an interpreter immediately over the phone. The immediate phone service is available 24 hours a day, every day of the year.

To access an immediate phone interpreter:

1. call the TIS National contact centre on 131 450
2. provide your client code and the name of your agency to the operator
3. provide the name of the non-English speaker to the operator (you can choose to keep this confidential if preferred)
4. provide the operator with the language interpreter you need.

Find out more about immediate phone interpreting on the TIS National website.

See: www.tisnational.gov.au/phoneinterpreting

Pre-booked phone interpreting

The pre-booked phone interpreting service is available for agency clients to book a phone interpreter in advance of an appointment.

Pre-booking your phone interpreter will ensure any special requirements can be catered for and that the best available interpreter can be secured for the time you nominate. Pre-booking an interpreter is recommended when the assignment may be complex, requires specialist knowledge or the availability of interpreters in a particular language is limited.

Requests for a pre-booked phone interpreter should be sent using the interpreter booking form on the TIS National website.

See: www.tisnational.gov.au/bookingform

Booking requests will only be taken up to three months in advance of an appointment. Generally, sending pre-booked phone interpreter requests 24 hours in advance of an appointment will improve your chances of securing an interpreter. Pre-booked phone interpreter bookings must be for a minimum of 30 minutes.

Find out more about pre-booked phone interpreting on the TIS National website.

See: www.tisnational.gov.au/phoneinterpreting

On-site interpreting

When phone interpreting is not suitable TIS National can arrange an interpreter to arrive on-site for a face to face appointment.

Once registered, your agency will be able to manage your on-site interpreter bookings through your TIS Online account. Automatic registration should have already occurred, if so, you will have received an email including a link to set your password.

If you have not received a TIS Online welcome email, please contact the TIS National Language Policy Liaison team by email to tis.lpl@border.gov.au or by calling 1300 575 847.

Booking requests can be accepted up to three months in advance of an appointment. Generally, sending on-site interpreter requests two weeks in advance of an appointment will improve your chances of securing an interpreter. On-site interpreter bookings must be for a minimum of 90 minutes.

Find out more about [TIS Online](#) or [on-site interpreting](#) on the TIS National website.

See: www.tisnational.gov.au

Cancelling a booking

Cancellations for pre-booked phone and on-site appointments must be made in writing to TIS National including valid reasons for the cancellation.

If you need to cancel an on-site interpreter booking you can cancel through TIS Online up until the scheduled completion time. To cancel one of your existing bookings, find the job and click the 'Cancel job' button.

If you need to cancel a pre-booked phone interpreter booking, notice of the cancellation must be sent to the TIS National Pre-booked phone booking team at tis.prebook@border.gov.au.

Pre-booked phone or on-site services which are cancelled and the required notice of cancellation is not provided or is provided with less than 24 hours' notice TIS National's standard service charges will apply. If you receive free services through TIS National, you will not be charged for the cancellation. Any fees will be charged to the funding agency.

Interpreter allocation

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

See: www.tisnational.gov.au/usingtis

What's the interpreter's role?

The interpreter's role is to accurately convey the whole spoken message from one language to another. TIS National interpreters are bound by the Australian Institute of Interpreters and Translators (AUSIT) [Code of Ethics](#). A full copy of the Code is available from the AUSIT website.

See: www.ausit.org

Information about working with TIS National interpreters is available on the TIS National website.

See: www.tisnational.gov.au/workwithinterpreters

You can also find out how to get the most out of your interpreting session by viewing the Frequently Asked Questions for agencies on the TIS National website.

See: www.tisnational.gov.au/Agencies/Frequently-Asked-Questions-for-agencies

Keep up-to-date with TIS eComms

TIS National may on occasion send you electronic communication updates to keep you up-to-date with the latest news and events. You can unsubscribe from these updates at any time by emailing tis.comms@border.gov.au.

Promoting TIS National

Providing language services adds value to your agency by acknowledging and catering for all Australians regardless of cultural or linguistic background. You can find out how to promote the availability of TIS National services through your organisation on our website.

See: www.tisnational.gov.au/promote

You may also find our range of promotional materials or the latest edition of the Talking TIS newsletter useful.

See: www.tisnational.gov.au/promomaterials

See: www.tisnational.gov.au/talkingtis

Providing feedback

We are keen to hear your feedback about our services. To provide feedback, please complete the feedback form on our website.

See: www.tisnational.gov.au/feedback