



**Australian Government**  
**Department of Immigration  
and Border Protection**



# A guide to TIS National services



# A guide to TIS National services

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Immigration and Border Protection 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 40 years of experience in the interpreting industry, TIS National has access to over 2,900 contracted interpreters across Australia speaking more than 160 languages and dialects.

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.

## Why use TIS National interpreters?

TIS National is a leader in the interpreting industry and uses 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) credential level and availability to ensure you receive the most qualified 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. View our service charges on our website ([www.tisnational.gov.au/charges](http://www.tisnational.gov.au/charges)).

Some organisations and individuals are also eligible for free services through TIS National. Find out more on our website ([www.tisnational.gov.au/fis](http://www.tisnational.gov.au/fis)).

You can register for an account on our website ([www.tisnational.gov.au/register](http://www.tisnational.gov.au/register)) or by calling our Client Liaison team on 1300 655 820. When registering you will need to provide:

- a contact name and phone number (and a secondary contact if possible)
- your email address
- the name of your agency
- the phone 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 initiated by non-English speaking clients.

Once you have registered an account for your agency you will be given a TIS National client code which is your agency's unique account number. You will need to quote your client code each time you request a TIS National service.

Now you're ready to start accessing our services.

## Immediate phone interpreting

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

The immediate phone interpreting service can be accessed by agency and non-English speaking clients who need to use an interpreter immediately over the phone with the assistance of a contact centre operator.

By choosing to use a phone interpreter, it allows TIS National to draw from a pool of interpreters across Australia rather than only considering interpreters based in your location.

You can access TIS National's immediate phone interpreters 24 hours a day, every day of the year.

Call the TIS National contact centre on 131 450 at any time, day or night, to access an immediate phone interpreter.

When your call is answered the TIS National operator will ask you for the following information:

- the language interpreter you require
- your client code
- the name of your agency and the section you work in
- your name and phone number
- the name of the non-English speaker (you can choose to keep this confidential)
- the contact number of the non-English speaker (if they are not with you and you need us to conference them into the call)
- any required information your agency has been requested be recorded (for example, an identification or claim number).

Please have this information ready to help our operators process your request as quickly as possible.

The operator will place you on hold while they search for an available interpreter, before creating a conference call to connect you with the interpreter. If you asked the operator to call the non-English speaker for you, they will place you on hold while they conference in the non-English speaker with the interpreter already on the line.

Each time you request an interpreter, the operator will provide you with a job number. Write this number down as a record of the phone call in case you have any follow up enquiries.



If you have the non-English speaker with you, we recommend you use a hands-free/speaker phone to avoid having to pass the phone back and forth. This will enable much more effective communication.

## ATIS Voice immediate phone interpreting

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

ATIS Voice uses voice recognition technology to identify the language requested and automatically connect you with an interpreter in that language. ATIS Voice allows you to avoid lengthy wait times you may experience when calling the contact centre for an immediate phone interpreter during peak times.

ATIS Voice provides services in the following high-demand languages:

Arabic*	Greek	Russian
Bosnian	Italian	Serbian
Cantonese	Japanese	Spanish
Croatian	Korean	Somali
Dari	Khmer	Turkish
Farsi	Mandarin	Vietnamese

\* Sudanese Arabic is not available through ATIS Voice

You can access ATIS Voice through a single free call 1800 number, reducing flag-fall costs for high volume users. ATIS Voice users also receive a 10 per cent discount off TIS National's immediate phone interpreting charges, so using the service is an excellent opportunity to reduce interpreting costs.

To use ATIS Voice you need to have an account number and access number—this is different to your client code. To request an ATIS Voice account and access number complete the [ATIS Voice application form](#) on our website or call a Client Liaison Account Manager on 1300 655 820.

ATIS Voice cannot create a conference call for you. Check you are using a phone that has conferencing capability to call the non-English speaker if they're not with you.

To access ATIS Voice:

Step 1	Call 1800 131 450
Step 2	When prompted, say the language you need. An automated voice will repeat the language back. Confirm if the language is correct by saying 'yes' or 'no'.
Step 3	Choose the gender of your interpreter by pressing: 1. to select either gender 2. to select a female interpreter 3. to select a male interpreter.
Step 4	Enter your ATIS Voice account number followed by your ATIS Voice access number, then press #.
Step 5	You will be given a job number. Write this down as a record of your conversation and use of ATIS Voice.

If ATIS Voice is unable to allocate an interpreter, your call will be re-directed to the TIS National contact centre.

## Pre-booked phone interpreting

Phone interpreters can also be pre-booked in advance of an appointment.

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

Pre-booking allows time for background or briefing material to be provided and examined by the interpreter, so the actual interpreting time is used in the most efficient manner. In many cases, using a pre-booked phone interpreter has proven to be an effective and less expensive alternative to providing an on-site interpreter.

To pre-book a phone interpreter, you need to complete the interpreter booking form on our website ([www.tisnational.gov.au/bookingform](http://www.tisnational.gov.au/bookingform)). You will need to provide the following information:

- your client code
- the name of your agency
- your name and contact phone number
- your email address
- the name of the non-English speaker (you can choose to keep this confidential)
- your preferred booking time
- the language interpreter you need
- the preferred gender of your interpreter
- some other basic information about the booking.



Pre-booked phone 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 will send a confirmation email to the address you nominated when the request is received and another confirmation email (including a job number) when an interpreter has been allocated to your booking.

At the time of the booking you will need to call 1300 655 070 and provide the job number listed in the confirmation email and one of our operators will connect you to your interpreter.

If you need to cancel a pre-booked phone interpreter booking, please email your request to cancel the booking to [tis.prebook@border.gov.au](mailto:tis.prebook@border.gov.au) with the job details (including the job number) and the reason for the cancellation. If you cancel a pre-booked phone interpreter booking less than 24 hours before the scheduled start time of the booking, you will still be charged for the service as scheduled.

To enquire about an existing pre-booked phone interpreting request, email [tis.prebook@border.gov.au](mailto:tis.prebook@border.gov.au) or call 1300 655 081.

## On-site interpreting

TIS National's on-site interpreting service is available for agency clients to book an interpreter to attend an appointment face-to-face.

When using a phone interpreter would not be suitable, TIS National can arrange for an interpreter to visit your location. On-site interpreting services can be arranged for any location in Australia (subject to interpreter availability).

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.

## TIS Online

You can book an on-site interpreter through TIS Online.

TIS Online is our automated booking tool which allows you to request, manage and monitor all of your on-site interpreter bookings and allows our interpreters to select the jobs they would like to complete.

TIS Online allows you to:

- **Manage your bookings:** TIS Online gives you more visibility of your on-site interpreter requests and bookings, allowing you to view and make updates quickly and easily.
- **Keep informed:** TIS Online automatically sends you notifications by email or SMS as the status of your bookings change.
- **Quickly secure an interpreter:** Using TIS Online helps us find an available interpreter in the shortest possible time frame while ensuring you receive the highest credentialed interpreter available.
- **Stay connected wherever you go:** TIS Online works on mobile devices, allowing you to manage your bookings anywhere, anytime.
- **Easily update your details:** You can update your agency's details and invite other staff members to use your TIS Online account.

All agencies are automatically registered to use TIS Online. The administrator of your agency's account should have received a TIS Online invitation email when they registered with TIS National. The account administrator can invite other staff members to use your agency's TIS Online account.

If you are the account administrator for your agency and you did not receive a welcome invitation email, please contact the TIS Online Support team during business hours by calling 1300 655 082 or emailing [tis@border.gov.au](mailto:tis@border.gov.au) and we will re-send it to you.

To log in to TIS Online, visit our website at [www.tisnational.gov.au](http://www.tisnational.gov.au). You can also find more information about TIS Online including an instructional user guide, video and some frequently asked questions on [our website](#).

If you need any assistance using TIS Online, our TIS Online Support team can help. The team is available during business hours by calling 1300 655 082.

## Booking cancellations

Cancellations made more than 24 hours before the scheduled booking time will not incur service charges. Cancellations made less than 24 hours before the scheduled booking time will incur the full service charge for the booking as scheduled.

To cancel a pre-booked phone interpreter booking, the request must be made in writing by email to [tis.prebook@border.gov.au](mailto:tis.prebook@border.gov.au)

On-site booking cancellations should be submitted through [TIS Online](#).

## Support

### Frequently asked questions

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

- getting started with TIS National
- the services we provide
- using our services
- working with interpreters
- TIS Online
- our service charges, free services and invoicing
- other useful information.

View some frequently asked questions by visiting [www.tisnational.gov.au/agencyfaqs](http://www.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 calling 1300 655 820 or emailing [tispromo@border.gov.au](mailto:tispromo@border.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 feedback relating to:

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

You can provide feedback to TIS National using the feedback form on our website ([www.tisnational.gov.au/feedback](http://www.tisnational.gov.au/feedback)). Alternatively, you can contact a Client Liaison Account Manager by calling 1300 655 820.

## **EVERY HOUR EVERY DAY**

**Translating and Interpreting Service (TIS National)**

**131 450**

### **General and account enquiries**

#### **Client Liaison**

Phone: 1300 655 820

Email: [tispromo@border.gov.au](mailto:tispromo@border.gov.au)

#### **Finance Administration**

Phone: 1300 304 604

Email: [tis.finance@border.gov.au](mailto:tis.finance@border.gov.au)

### **Enquiries about existing bookings**

#### **On-site interpreting**

Phone: 1300 655 082

Email: [tis@border.gov.au](mailto:tis@border.gov.au)

#### **Pre-booked phone interpreting**

Phone: 1300 655 081

Email: [tis.prebook@border.gov.au](mailto:tis.prebook@border.gov.au)

**Find us online at [www.tisnational.gov.au](http://www.tisnational.gov.au)**