



## What is Translating and Interpreting Service (TIS) National?

TIS National provides interpreting services to **people who do not speak English** and to **agencies** and **businesses** that need to communicate with their non-English speaking clients. These services enable non-English speakers to independently access services and information in Australia. The **majority of TIS services are free for non-English speakers**. *Generally the organisation you are contacting will accept the charges for the service. Some organisations and medical practitioners are eligible for free* interpreting through TIS.

The Department of Social Services (DSS) provides a free translating service to people settling permanently in Australia. Permanent residents and select temporary or provisional visa holders are able to have up to ten eligible documents translated into English, within the first two years of their eligible visa grant date.

Some organisations may not accept calls from TIS National, however if you call the organisation directly they may be able to call you back with a phone interpreter.

If you want to contact an organisation that is not a TIS National client and the organisation is not willing to accept the charges for the service, you *may* choose to create a personal account and pay for the service yourself. To do this, tell the interpreter and our operators will assist you to create an account with TIS National. You will need a credit card to create a personal account.

Business hours also vary between organisations. Most organisations in Australia operate during standard business hours between 9.00 am and 5.00 pm, Monday to Friday. Many organisations will not be available on public holidays.



### Questions:

1. To whom does TIS provide interpreting services?
2. Are TIS services free?
3. Who are eligible to have up to 10 documents translation within the first 2 years of visa grant date?
4. What can you do if the organisation you want to contact does not accept TIS charges?