



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 50 years of experience in language services, TIS National has access to over 3000 contracted interpreters across Australia speaking more than 160 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.



TIS Call is our 24/7 immediate phone interpreting service that can be accessed by agency and non-English speaking clients with the assistance of a phone operator by calling 131 450.

Automated Telephone Interpreting Service (ATIS) is our 24/7 automated immediate phone interpreting service available in over 50 languages, allowing you to directly connect with an interpreter.



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

TIS Onsite is our on-site interpreting service available for agency clients to book an interpreter to attend an appointment face-to-face.



TIS Online is our automated booking tool that enables agency clients and interpreters to self-manage their on-site interpreter bookings online.

TIS Video is our newest service. TIS Video provides video interpreting allowing a three-way video conference between TIS National interpreters and clients located anywhere 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) certification 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.

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 (tisonational.gov.au/fis).

You can register for a client code by submitting an online client registration form (tisonational.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 name and phone number 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.



TIS Call – 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 need
- 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 – Automated Telephone Interpreting Service

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

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

Table 1: ATIS is available in over 50 high-demand languages.

ATIS languages		
Albanian	Hindi	Punjabi
Amharic	Indonesian	Rohingya
Arabic	Italian	Russian
Assyrian	Japanese	Samoan
Bengali (alt Bangla)	Khmer	Serbian
Bosnian	Kirundi	Sinhalese
Cantonese	Korean	Somali
Chaldean	Southern Kurdish (alt Feyli)	Spanish
Hakha Chin	Kurmanji (Kurdish)	Sudanese Arabic
Croatian	Macedonian	Swahili (alt Ki-Swahili)
Dari	Malay	Tamil
Dinka	Mandarin	Thai
Farsi (alt Persian)	Myanmar language (alt Burmese)	Tibetan
Filipino (alt Tagalog)	Nepali	Tigrinya
French	Oromo	Turkish
German	Pashto	Urdu
Greek	Polish	Vietnamese
Hazaragi	Portuguese	

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

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

Register for ATIS

There are three 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?' (tisnational.gov.au/register)
2. If you already have a TIS National client code, submit an [ATIS application](#) form on the TIS National website (tisnational.gov.au/applyATIS)
3. 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.tisnational.gov.au) account.
 - i. Click the 'Agency account' tab.
 - ii. Click 'Add new ATIS account'.
 - iii. Enter your chosen account name and access number.

Table 2: How to access an interpreter through ATIS.

To access ATIS	
1.	Call 1800 131 450.
2.	When prompted, say the language that you need.
3.	Choose the gender of your interpreter by pressing: <ol style="list-style-type: none">1. to select either gender2. to select a female interpreter3. to select a male interpreter.
4.	Enter your ATIS account number, enter your ATIS access number and press #.
5.	Write down the job number provided.

Steps to create a conference in ATIS

If you are not using a phone that has conferencing ability

Once the interpreter is on the line, simply press ★0 (star, zero) on your phone keypad and you will be transferred to the TIS National Contact Centre where we can conference in your non-English speaking client.

If you are using a phone that has conferencing ability

Follow these steps to conference your non-English speaking client into the call.

1. Once the interpreter is on the line, notify the interpreter that you need to place them on hold to call the non-English speaker.
2. Press the 'Conference' button (this will also put the interpreter on hold).*
3. Dial the non-English speaker's phone number.
4. When the call connects, press the 'Conference' button again to add the client to the call.
5. Inform the interpreter that the non-English speaking client has been connected.

**The steps for conferencing may vary depending on your phone.*

If ATIS is unable to allocate an interpreter, your call will be automatically re-directed to the TIS National Contact Centre for manual allocation.



TIS Prebook – scheduled phone interpreting

Phone interpreters can 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.

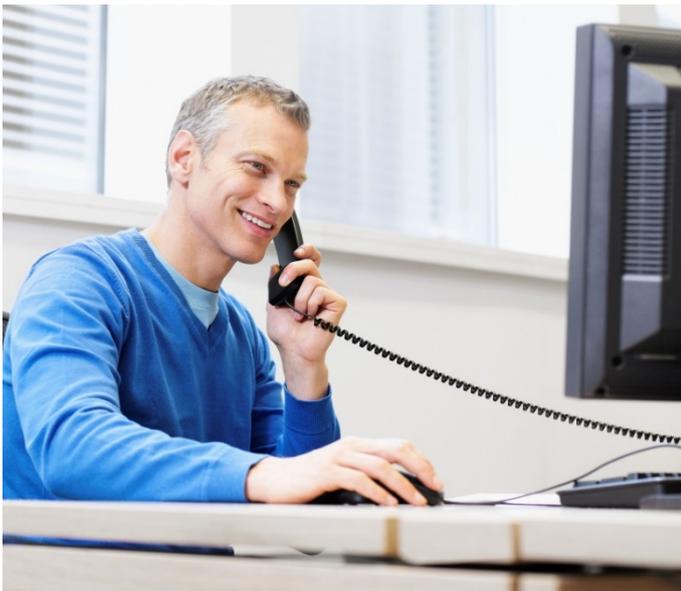
Pre-booking a phone interpreter is recommended when the assignment may be complex, requires specialist knowledge or the availability of interpreters in a particular language is limited.

Booking in advance 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 book a phone interpreter in advance, please submit an [online interpreter booking form](https://tisonational.gov.au/bookingform) (tisonational.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@homeaffairs.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@homeaffairs.gov.au or call 1300 655 081.



TIS Onsite – 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.

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 agency clients 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 Channel Support Team during business hours by calling 1300 655 082 or emailing tis@homeaffairs.gov.au and we will re-send it to you.

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

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



TIS Video

Our newest service TIS Video, provides video interpreting allowing a three-way video conference between TIS National interpreters and clients located anywhere in Australia. TIS Video is currently being offered on request to select clients throughout Australia, and we anticipate TIS Video to be available to all clients soon.

If your agency is interested in our video conferencing interpreting service please contact our TIS Video Team by emailing tis.voip.vc@homeaffairs.gov.au. Please include your contact details and answers to the questions below.

- What existing video conferencing facilities does your organisation currently have available?
- What is the make/model of your organisation's video conferencing units?
- Has your organisation had video conferences with external parties previously?
- Does your organisation use 'Point-to-Point' connection or 'Virtual Meeting Rooms'?
- What is the anticipated volume of interpreter sessions your organisation would expect annually?

Booking cancellations

Cancellations for pre-booked telephone and Standard On-site 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 assignments (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 (tisonline.tisnational.gov.au/Agencies/Charges-and-free-services/Interpreting-service-charges) will incur charges in accordance with the Cancellation Policy.

TIS Prebook

To cancel a pre-booked phone interpreter, the request must be made in writing by email to tis.prebook@homeaffairs.gov.au.

TIS Onsite

On-site booking cancellations should be submitted through [TIS Online](http://tisonline.tisnational.gov.au/Login) (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
- the services we provide
- using our services
- working with interpreters
- TIS Online
- our service charges, free services and invoicing
- other useful information.

View our [helpful FAQs](http://tisonline.tisnational.gov.au/agencyfaqs) (tisonline.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@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 feedback relating to:

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

You can provide feedback to TIS National using our [online feedback form](https://tisnational.gov.au/feedback) (tisnational.gov.au/feedback).

Alternatively, you can contact a Client Liaison Account Manager by calling 1300 655 820 or emailing tispromo@homeaffairs.gov.au.

EVERY HOUR EVERY DAY

Translating and Interpreting Service (TIS National)

131 450

General and account enquiries

Client Liaison

Phone: 1300 655 820

Email: tispromo@homeaffairs.gov.au

Finance Administration

Phone: 1300 304 604

Email: tis.finance@homeaffairs.gov.au

Enquiries about existing bookings

On-site interpreting

Phone: 1300 655 082

Email: tis@homeaffairs.gov.au

Pre-booked phone interpreting

Phone: 1300 655 081

Email: tis.prebook@homeaffairs.gov.au

Find us online at www.tisnational.gov.au