

## Translating and Interpreting Service (TIS)

As part of our contract with the Federal government, we have access to the national Translation and Interpreting Service (TIS). As a result, hub leaders can access the service as part of their conversations with hub participants, particularly where participants need information, referrals, support, and advice for their children and extended families. This is a free service that is available Monday to Friday 8am – 6pm.

Note that this should not be thought of as the only solution to translating and interpreting needs and does not replace what is already working well. We've heard many examples of hub participants volunteering as interpreters in hub activities from time to time, which is a wonderful opportunity for everyone involved. There are also partner organisations hubs work with who have their own translating services.

TIS could be used, for example, to help a hub participant make an appointment or complete an online form, to translate for a group of people with a common language in an information session at the hub, or to have a conversation with a participant about the support that they require so that they can be referred appropriately. It is not for use when a hub participant is accessing a service delivered by a third party, for example, attending an appointment with a doctor or Centrelink.

To use the **immediate phone service**, you can contact the call centre on 131 450 any time (24 hours a day, any day of the year) to be connected to an immediate phone interpreter. If you think they will need an interpreter for more than 20 minutes, you should mention this to the person on the phone, so the interpreter is available for the time required. For longer appointments, the pre-booked service is recommended.

To use the **pre-booked service**, you need to be added to the CHA account as a booking agent. Please contact Maia at [maianelson@communityhubs.org.au](mailto:maianelson@communityhubs.org.au) to arrange this. Once added, you will receive an email prompting them to create a password, then they will be able to log on and create a pre-booked appointment.

Your school may already be able to give you access to their own TIS account, in which case you will not need to be added to CHA's account – please check with your school leadership.

Information on how to use the service and useful guides can be found [here](#). If you have further questions, please contact the TIS Free Interpreting Service team on 1300 575 847 or [tis.freeinterpreting@homeaffairs.gov.au](mailto:tis.freeinterpreting@homeaffairs.gov.au).