

Community Care Translation and Interpreting Services

Translating and Interpreter Service (TIS National)

As part of your role, you have access to interpreting and translations services.

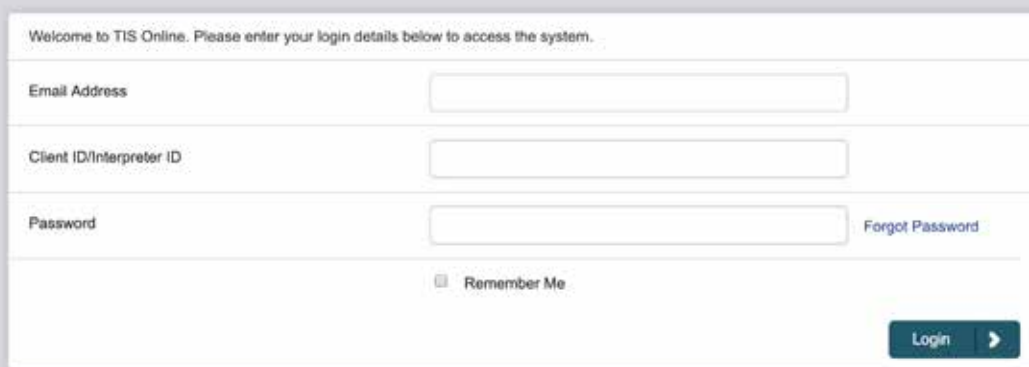
To allow you to make onsite and telephone bookings, ensure you are registered as an agent on TIS Online.

Please refer to your existing workplace policies for additional information.

To book a face to face interpreter

Onsite interpreting services can only be requested through TIS Online.

1. Go to TIS Online, at <https://tisonline.tisnational.gov.au>
2. Enter your details and select **Login**



Welcome to TIS Online. Please enter your login details below to access the system.

Email Address

Client ID/Interpreter ID

Password [Forgot Password](#)

Remember Me

[Login](#) >

3. Select **Create onsite job**
4. Complete **Booking details**
5. Complete **Job details** (ensure you allow at least 90 minutes for the appointment)
6. Complete **Site Details** (this will be the location for the appointment/consumer's address)
7. Add **Site Contact** (contact name, phone number and email address)
8. Enter **Additional requirements** (Instructions for the interpreter)
9. Tick **Acknowledgement of terms**
10. Click **Submit**.

A job will be lodged in the 'Jobs waiting to be accepted' tab and then move to the 'upcoming jobs'.

You will receive a confirmation email with the job details and job number.

Telephone Interpreting

Pre-booking a scheduled phone interpreter

Phone Interpreters should be pre-booked where possible. We recommend pre-booking a phone interpreter when the assignment is complex, requires specialist knowledge, or where the availability of interpreters in a particular language may be limited.

To pre-book a phone interpreter, submit an online booking form at <http://tisnational.gov.au/bookingform>

You will need to provide the following information:

- your client code
- the name of the agency
- your name, contact number and email address
- the name of the consumer
- your preferred booking time
- the language interpreter you need
- the preferred gender of the interpreter
- basic information about the booking.

Pre-booked phone interpreters must be booked for a minimum of 30 minutes and can only be accepted up to 3 months in advance of an appointment.

TIS National will send a confirmation email when you make the request. You will get a second email (with job number) when an interpreter has been allocated to your booking.

At the time of the booking, call 1300 655 070 and provide the job number. An operator will connect you to your interpreter.

To access an immediate phone interpreter via Automated Telephone Interpreter Service (ATIS)

1. Call **1800 131 450**
2. When prompted, say the language that you need
3. Choose the gender of your interpreter by pressing:
 - 1). To select either gender
 - 2). To select female gender
 - 3). To select male gender
4. Enter the ATIS account number and the ATIS access number and press #
5. Write down the job number provided
6. Once the interpreter is on the line, advise you will place them on hold to call the consumer
7. Place them on hold and call the consumer
8. When the call connects, advise you have an interpreter on the line and connect the calls.

Note: If TIS is unable to allocate an interpreter your call will be automatically directed to the TIS National Contact Centre for manual allocation.

To access an immediate phone interpreter via Manual Telephone Interpreter Service

Call the TIS National Contact Centre on 131 450 to access an immediate interpreter.

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

- the language interpreter you need
- your client code
- the name of your agency
- the section you work in
- your name and phone number
- the name of the consumer
- the contact number of the consumer
- add program number if required.

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.