



The Free Interpreting Service

The Free Interpreting Service aims to provide equitable access to key services for Australian citizens and permanent residents with limited or no English language proficiency.



Eligibility

The following groups can access the Free Interpreting Service.

- **Medical practitioners:** when delivering Medicare rebateable services in private practice. Nurses, reception and other practice support staff can also access the service when working with the registered medical practitioner.
- **Pharmacies:** when dispensing Pharmaceutical Benefits Scheme medications.
- **Non-government organisations:** when providing casework and emergency services, where the organisation does not receive substantial government funding to provide these services.
- **Real estate agencies:** to discuss any private residential property matter.
- **Local government authorities:** to communicate with residents about most local government services.
- **Trade unions:** to assist members in accessing support and advice.
- **Parliamentarians:** for constituency purposes.

You can check your eligibility for the Free Interpreting Service using the [eligibility calculator](#) on the TIS National website.

How to access the Free Interpreting Service

1. Call TIS National on 131 450
2. Provide the operator with the language of the interpreter that you need
3. Provide your client code and the name of the organisation/practitioner/parliamentarian
4. Request an interpreter of a particular gender, if required (subject to availability)

Why use interpreters

Australia has a rich cultural diversity. The 2016 census revealed that Australians were born in almost 200 different countries and speak more than 300 languages.

The Free Interpreting Services helps eligible groups to communicate with clients who have limited or no English language proficiency. Using credentialed interpreters can facilitate better access to essential services for these clients and is particularly important for conversations in technical, legal or health contexts.

Using the Free Interpreting Service is easy and convenient. It is quick and simple for service providers to register and they can be connected to a phone interpreter within a few minutes.



Services available

Eligible groups can use the Free Interpreting Service to access interpreting services delivered by TIS National, including:

- immediate phone interpreting
- pre-booked phone interpreting
- pre-booked onsite interpreting (not available to pharmacies or real estate agents).

Immediate phone interpreting is most useful for unplanned interactions. It provides:

- access to over 3000 interpreters in over 165 different languages
- interpreting services 24 hours a day 7 days a week
- connection to an interpreter within a few minutes of calling.

Pre-booked phone interpreting is useful for planned interactions, or if you know you need to request a less common language. When phone interpreting is not suitable, TIS National can arrange an interpreter to arrive onsite for a face-to-face appointment. This may be important when you have a group of people needing the same language interpreter, when you are discussing complex ideas or when you anticipate that the appointment will go for an extended period of time.



Register for a client code

To register for a client code, eligible groups can complete the online client registration form on the [TIS National website](#), or allow a few extra minutes the first time you use the service.

You can also register by contacting TIS National on 1300 575 847 or at tis.lpl@border.gov.au.

More information

- **Read:** about the Free Interpreting Service on the [DSS website](#).
- **Visit:** the [TIS National website](#) to watch videos about TIS National services and how to work with interpreters. You can also find free promotional materials in the TIS National catalogue and order these from the website.
- **Contact TIS National:** 1300 575 847 or tis.lpl@border.gov.au.