

**TELEPHONE TRANSLATING AND INTERPRETING SERVICE
FOR COMMUNITY LEGAL CENTRES IN NSW**

The Telephone Translating and Interpreting Service (TIS) is a national service that is operated by the Commonwealth Department of Immigration and Border Protection.

It provides immediate phone interpreting, 24 hours a day, 7 days a week, an automated telephone interpreting service, pre-booked phone interpreting and on-site interpreting.

Previously, all Community Legal Centres that were funded through the Commonwealth Community Legal Services Program had TIS accounts that were billed directly back to the Commonwealth Attorney-General's Department (Commonwealth AGD). However as of 1 July 2016, the Commonwealth AGD will no longer manage or pay for TIS accounts. Instead, management responsibility of the accounts will be adopted by the CLC Program of Legal Aid NSW.

Each CLC will retain its TIS account. However, the CLC Program at Legal Aid NSW will now be listed as the billing address and billing contact for the purpose of paying TIS accounts from the Commonwealth funding allocation for CLCs provided through the National Partnership Agreement on Legal Assistance Services 2015-20 (the NPA).

Each CLC will also be required to manage its online account information including the account code, address details, CLC contact person and contact phone number. After each use of the service a charge will be attached to each account and the CLC Program at Legal Aid NSW billed on a monthly or quarterly basis.

In order to reduce costs, CLCs are encouraged to use the telephone translation services offered by the Automated Telephone Interpreting Service (ATIS), where appropriate. ATIS is provided at a lower rate than TIS. The following is a list of language services offered by ATIS:

Arabic	Bosnian	Cantonese
Croatian	Dari	Farsi
Greek	Italian	Japanese
Khmer	Korean	Mandarin
Russian	Serbian	Somali
Spanish	Turkish	Vietnamese

Legal Aid NSW has requested updates to ensure that the correct information is transferred for the TIS account for each CLC. However, each Centre should also review its TIS account to ensure that the details are accurate. TIS account information and log in details are found at: <https://tisonline.tisnational.gov.au/Login>.

Also, CLCs should check the conditions that appear on their TIS account, for example, many Centres have an automatically applied notation agreeing to meet the costs associated with referral of non-English speaking callers initiated by TIS.

Centres can access immediate services by calling 131 450. Alternatively, phone interpreting services can be pre booked by filling out the interpreter booking form found at

www.tisnational.gov.au. It may be appropriate to pre-book an interpreter service when a matter is complex, requires specialist knowledge or the availability of interpreters in a particular language is limited.

The information in this document relates to TIS and ATIS services only and does not alter the guidelines in place regarding reimbursement for face to face interpreter costs.

Any queries regarding the interpreter guidelines should be directed to:
Sean McCarthy on 9219 5629 or Sean.McCarthy@legalaid.nsw.gov.au; or
Bronwyn McCutcheon on 9219 5086 or Bronwyn.mccutcheon@legalaid.nsw.gov.au