

## Translating and Interpreting Services (TIS)

The Australian Government aims to provide equitable access to key services for people with limited or no English proficiency.

Bodysystem can organise an interpreter free of charge through TIS (Translating and Interpreting Service) for you if it is required.

Please let us know when you make your appointment so we can organise this in time for your consultation.

<https://www.tisnational.gov.au/en/Non-English-speakers/Available-services>

How to access an immediate phone interpreter	
1	Call TIS National on <b>131 450</b>
2	An automated prompt will ask you which language you need. Please state the language you require.
3	When you are connected to a TIS National operator, you will be asked to confirm the language you need.
4	Stay on the line while the operator finds an available interpreter for you. If there are no interpreters available in the language requested, the operator will ask you to call back, or you are able to request an interpreter in another language.
5	The interpreter will tell the TIS national operator who you need to contact and the operator will proceed to call and connect you and the interpreter to the organisation requested.
<b>Information you need to give TIS</b> The operator will connect you with an interpreter in the language you asked for. You will be asked to provide:	
1	your name
2	the name of the organisation you need to contact
3	the phone number of the organisation you need to contact

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