



Australian Government
Department of Social Services



How to use TIS National's telephone interpreting service



131 450
24 hours a day 7 days a week

Step 1



Call TIS National
on
131 450

Step 2



Provide the operator with the
language of the interpreter
that you need

Step 3



Provide your client code*
and the name of your
agency to the operator

Step 4



Your client may wish to request
an interpreter of a particular
gender (subject to availability)

Subject to eligibility. *To register for a client code or for more information please visit www.tisnational.gov.au or call 1300 575 847.

How to work with telephone interpreters



Find the right space

- Whenever possible, find a private area
- Minimise background noise
- Use a speaker phone

Introduce the session

- Introduce yourself to the interpreter and tell them what the call is about
- Introduce the interpreter to your client
- Ask the client if they understand the interpreter

Communicate clearly

- Sit facing your client
- Talk directly to your client, rather than the interpreter
- Speak clearly using short sentences
- Avoid jargon, slang and idioms
- Pause often to allow the interpreter to speak
- Use non-verbal reassurance
- Take a short break after 30 minutes if the consultation takes a long time
- Tell the interpreter when the session has ended