



FACT SHEET: Use Interpreters in Tasmania

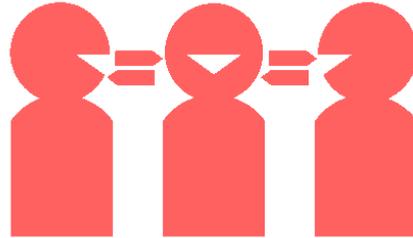
Contact details

TIS National
GPO Box 241
Melbourne VIC 3001

Phone: 131 450

Web: www.tisnational.gov.au
Email: tispromo@immi.gov.au

Client liaison and promotions
Phone: 1300 655 820



Trained and qualified interpreters empathise with their clients, make them feel at ease, and have a thorough understanding of cultural and linguistic nuances.

Interpreters should be used when clients:

- do not understand English
- have only a limited capacity to communicate in English
- can communicate in English but are more at ease with their own language
- are under stress, and their ability to communicate in English is impaired.



New communities and their languages

Some of the new and emerging communities to Tasmania, who may need to access services using interpreters:

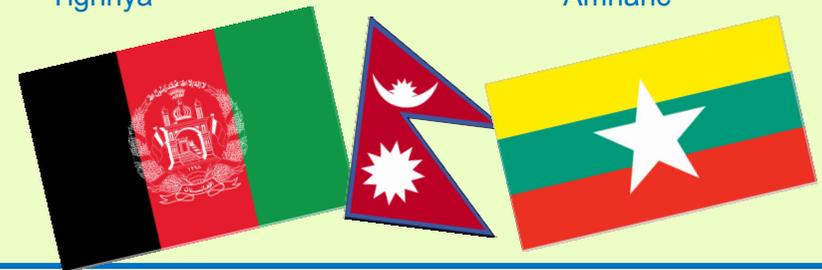
Nepali
Bhutanese
Karen (Burmese)

Afghan and Hazara
Ethiopian/Eritrean

Some of the languages that are spoken:

Persian (Farsi)
Nepali
Tigrinya

Hazaragi
Karen
Amharic



Other interpreting services in Tasmania

North

All About Languages
5 Garden Grove
Launceston TAS 7250

Phone: 03 6344 7831

South

Amigo's Translate
24 New Town Road
New Town TAS 7008

Phone: 03 6228 5480



All World Languages
Level 5, 188 Collins Street
Hobart TAS 7000

Phone: 03 6224 5355



Use Interpreters in Tasmania



TIS National

About TIS

The Australian Government, through the Translating and Interpreting Service (TIS National), provides translating and interpreting services for people who do not speak English and for agencies who need to communicate with their non-English speaking clients.

TIS national is available to any person or organisation requiring interpreting services. The interpreting service is provided 24 hours a day, every day of the year.

TIS National has access to over 2400 interpreters covering more than 160 languages and dialects.

Interpreters with Accreditation from the National Accreditation Authority for Translating and Interpreting (NAATI) are given priority.

TIS National provides services for:

- Government agencies
- Local government authorities
- Legal practitioners, courts and tribunals
- Emergency services
- Medical practitioners
- Employment agencies

- Health authorities
- Schools and universities
- Hospitals
- Voluntary organisations

How to use TIS

Agencies and businesses require a TIS National client code to access interpreting services. Interpreting is available in four ways.

Immediate telephone interpreting

Call 131 450 to speak to a TIS National operator. Have your client code and required language ready to give to the operator. You will be placed on hold while the operator connects you to an available interpreter. You will be given a job number to record for any further enquires or in case the phone drops out.

If the non-English speaker is not with you, the TIS operators can conference them into the phone call for you. If they are with you it is best to use a hands free device for the most effective communication.

Pre booked telephone interpreting

Pre-booked telephone interpreting is available for agencies to book an interpreter in advance of an appointment. Pre-booking an interpreter ensures any special

requirements can be best catered for and that the best available interpreter is secured for your nominated time. Pre-booking is recommended when the assignment is complex, requires specialist knowledge or the particular language has limited interpreters.

Requests for pre-booked telephone interpreting can be sent using the online request form on the TIS National website.

On-site interpreting

Where using a telephone interpreter is not suitable, a face to face interpreter can be organised to visit your location. Requests for on-site interpreting can be sent using the online request form on the TIS National website.

Automated telephone interpreting

ATIS Voice is an automated voice prompted immediate telephone interpreting service. ATIS Voice is a service for clients to access an interpreter in high demand languages without assistance from a TIS operator. ATIS voice using voice recognition technology to identify language required and connect to an interpreter. For more information about this service see the TIS National website.

Service charges

Service charges for interpreting vary according to the type of service provided. You can view service charges on the TIS National website.

Free translating and interpreting

The Australian Government through TIS National provides free interpreting services for some agencies and organisations.

Some of the businesses that can access TIS for free are:

- Private medical practitioners and their receptionists
- Members of Parliament
- Trade unions who respond to members' enquiries or requests
- Local government authorities
- Non-profit, non-government, community-based organisations for case work and emergency services
- Pharmacies, for the purpose of dispensing the Pharmaceutical Benefits Scheme (PBS) medications

To apply for the free interpreting service or to read more about this service go to the TIS National website.

