

Interpreter

Services

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Telephone Interpreter Service (TIS)

[Web link](#)

What is TIS National?

The Department of Immigration and Citizenship (DIAC) provides the TIS National interpreting service for people who do not speak English and for the English speakers who need to communicate with them. TIS National has more than 30 years of experience in the interpreting industry, and has access to over 1500 contracted interpreters across Australia, speaking more than 160 languages and dialects. TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services.

Telephone interpreting

Charges for telephone interpreting are listed in the table below.

Service	Qualifier	Details	Charge
Telephone interpreting	Standard hours	per 15 minutes	\$26.40
	After hours	per 15 minutes	\$42.24
ATIS Voice telephone interpreting	Standard hours	per 15 minutes	\$23.76
	After hours	per 15 minutes	\$38.17
Pre-booked telephone interpreting	Standard hours	first 30 minutes or part thereof	\$60.94
		each additional 15 minutes	\$26.40
	After hours	first 30 minutes or part thereof	\$97.57
		each additional 15 minutes	\$42.24
	Pre-reading at a TIS office	created as an on-site job	on-site rates
	Pre-reading at interpreters home	add to actual interpreting time	pre-booked rates

	Cancellation (must be received in writing)	at least 24 hours prior to booking	no charge
		less than 24 hours prior to booking (charged for the booked time)	pre-booked rates
International conferlink call	-	-	pre-booked rates

You can phone TIS National for the cost of a local call throughout Australia.

Mobile phones may attract a higher rate.

On-site interpreting

Charges for TIS National on-site interpreting.

Service	Qualifier	Details	Charge
Standard on-site interpreting	Standard hours	first 90 minutes or part thereof	\$172.15
		each additional 30 minutes	\$56.87
	After hours	first 90 minutes or part thereof	\$275.11
		each additional 30 minutes	\$91.19
	Cancellation (must be received in writing)	at least 24 hours prior to appointment	no charge
		less than 24 hours prior to appointment (charged for the booked time)	on-site rates
Full-day on-site interpreting	Standard hours	per 30 minutes	\$46.31
	After hours	per 30 minutes	\$74.47
	Minimum charge (based on when job starts)	per day (weekdays)	\$741.40
		per day (Saturday, Sunday, public holidays)	\$1189.87
	Cancellation (must be received in writing)	at least 24 hours prior to appointment	no charge
		less than 24 hours prior to appointment (charged for the booked time)	minimum charge one day
Non-metropolitan travel costs*	Interpreters own vehicle	per kilometre	85 cents
	Travel fares	reimbursement of fare	actual cost
	Overnight travel allowance (includes	per overnight stay	\$127.16

	meals and incidentals)		
	Travel time (standard hours)	per 30 minutes	\$46.31
	Travel time (after hours)	per 30 minutes	\$74.47
Other expenses	Such as postage, telephone costs	reimbursement of expense	actual cost

*Travel costs are incurred if an on-site job is more than 100 km from the work place or home of an interpreter.

Standard hours are 8am to 6pm Monday to Friday, after hours are 6pm to 8am Monday to Friday, Saturday, Sunday and public holidays.

The Australian Government, through TIS National, also provides free interpreting for certain individuals and groups who need translating and interpreting services. Please see the free services section for more information and to determine your eligibility.

See: [Free services](#)

Centrelink Multilingual Services:

Centrelink provides a number of services to ensure people from diverse cultural and linguistic backgrounds have the Centrelink information they need:

Link:

<http://www.humanservices.gov.au/customer/themes/migrants-refugees-and-visitors?from=theme-bar>

- translated versions of Centrelink Publications and News for Seniors
- multilingual information on Medicare, Centrelink and Child Support payments and services
- language services, which include interpreter and translation services.
- Multilingual phone service
- Support for new arrivals, refugees, humanitarian entrants

Multicultural Services Officer

<http://www.humanservices.gov.au/customer/services/centrelink/multicultural-service-officers>

Address: 430 Wilson Street Albury NSW 2640

Postal: Locked Bag 2005 Box Hill VIC 3128

Phone: 02 6051 4294

Mobile: 0428 973 873

Email: jason.rowe@dhs.gov.au

Indigenous Australians Centrelink Information:

<http://www.humanservices.gov.au/customer/themes/indigenous-australians?from=theme-bar>

Below is a handy list of the links that have information just for Indigenous Australian customers.

- Indigenous Payments.
- Updating personal details
- Report for Newstart
- Log on to online accounts for Centrelink, Medicare and Child Support

Ingenious Specialists Officer

Email: wendy.williamson@humanservices.gov.au

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Albury/Wodonga Area Contacts:

Indigenous Customer Service Officer.

Contact: **136 380** Indigenous Call Centre

Can be put through to Albury connection if possible or a message will be taken and passed on to Service Officer.

Mungabareena Aboriginal Corporation

Address: 21 Hovell Street, Wodonga. Vic. 3690

Postal: PO Box 1535, Wodonga VIC 3689

Phone: 02 6024 7599

Fax: 02 6056 0376

Email: mungab@albury.net.au

Wandoo Aboriginal Corporation.

Address: Lot 69 Howlong Road, Albury NSW 2640

Phone: 02 6023 6436



**Community Relations Commission
For a multicultural NSW**

The Community Relations Commission For a multicultural NSW provides interpreting and translating services in over [106 languages and dialects](#). For information enquiries on Interpreter Service or Translation services please call
1300 651 500

Services are available to all Government departments and agencies, private and commercial organisations, community groups and individuals. The Language Services Division of the Commission provides a comprehensive interpreter and translation service throughout the State. A variety of translation services are offered for personal documents, qualifications, multilingual pamphlets and books, as well as technical and other more complex material. A schedule of fees is available on request and can be emailed to you. Costs vary depending on task.

Community Relations Commission of NSW
Language Services, Level 8 175- 183 Castlereagh Street NSW 2000
Phone: 1300 651 500
TTY Number: 8255 6758 (telephone typewriter for the hearing impaired)
Website: www.crc.nsw.gov.au

