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Step 1: Understand what interpreting services are available

Participants from culturally and linguistically diverse (CALD) backgrounds may need interpreting help to communicate with you. You're responsible for offering interpreting services to participants.

Registered providers can access funded interpreting services through the:

- Translating and Interpreting Service (TIS National)
- Northern Territory Aboriginal Interpreting Service .

Unregistered providers can also use these services, but they'll need to fund the cost of the service.

> **Tip: Does your participant need Auslan interpretation?**
>
> Participants can get Auslan interpretation funding included in their NDIS plans.

Option 1: Translating and Interpreting Service (TIS National)

Step 1: Register for funded TIS National services

We've partnered with the Translating and Interpreting Service (TIS National) to make sure information about the NDIS can be shared in a way participants can understand.

TIS National has interpreters in more than 150 languages.

Registered providers need to register for a client code through the TIS National website.

Select the following options when completing the registration form:

- category: Commonwealth Government Agency
- subcategory: National Disability Insurance Agency

- name of your organisation of agency: write the name of your organisation
- organisation ID: your provider registration number
- section name: NDIS.

You'll then be prompted to enter:

- your street address
- your contact details
- your account administrator contact details
- an email address to send invoices to. Use invoices@ndis.gov.au.

Once you submit your application, you'll get:

- an activation email from TIS National with your client code asking you to log into TIS online to activate your account
- a welcome email from TIS Promo.

Don’t book an interpreting service until after you receive the welcome email.

Step 2: Access TIS National services

You can access the following services once you register with TIS National:

- immediate phone interpreting
- pre-booked phone interpreting
- on-site interpreting
- video remote interpreting.

You'll need to give the following information when you request an interpreter:

- your TIS National client code
- the language you need
- the participant’s NDIS number
- the participant’s postcode
- the relevant NDIS support category, such as improved daily living.

You may need to give extra information depending on the type of interpreting service you’re requesting.

The TIS online booking system automatically requests an interpreter with an NDIS Worker Screening Check when someone makes a booking for an NDIS participant.

Interpreter bookings can be accepted up to 90 days in advance for both pre-booked phone and on-site interpreting jobs. TIS National suggests booking at least one week in advance to make sure an

interpreter is available.

Immediate phone interpreting

You can access immediate phone interpreting services by calling TIS National on 131 450 (within Australia). This service is available 24 hours a day, 7 days a week.

Pre-booked phone interpreting

You can pre-book a phone interpreter through TIS online.

On-site interpreting

You can book an on-site (in person) interpreter through TIS online.

Video remote interpreting

You can book video remote interpreting choosing the videoconferencing platform through TIS online.

Step 3: If you need to cancel a TIS National service

You can cancel a TIS National service through TIS online.

You need to give at least 24 hours' notice if you need to cancel a TIS National service. Otherwise, you may need to pay cancellation charges.

Step 4: If you want to request a specific interpreter

Participants may ask for a specific interpreter.

TIS National may agree to this if:

- using a specific interpreter would maintain quality and continuity of care
- it benefits the participant
- the interpreter has spoken with the participant previously, whether at your organisation or another provider's organisation.

Option 2: Northern Territory Aboriginal Interpreter Service (AIS)

Step 1: Understand when to use an Aboriginal interpreter

We've partnered with the Northern Territory Aboriginal Interpreter Service (AIS).

The AIS provides interpreting services for Northern Territory Aboriginal languages .

They help to lessen language barriers faced by Aboriginal people in the Northern Territory who don’t speak English as a first language.

It's important to understand when to use an Aboriginal interpreter. The Northern Territory Government created a step-by-step guide to help people decide if they need to organise an interpreter for someone who can’t communicate in English.

Step 2: Access the AIS

AIS interpreters provide:

- in person interpreting
- telephone interpreting
- audio-visual interpreting
- recorded and produced messaging.

You’ll need to give the following information when you ask for an interpreter:

- your business organisation and section details
- a billing reference number (please email corporate.contracts@ndis.gov.au to get this number)
- the participant’s name, skin name, age and gender
- the Aboriginal language to be interpreted
- the location/address of the interpreting service
- the date and time the service is needed
- a brief overview of what the participant would like to talk about.

Book an interpreter online

You can book an AIS interpreter online .

Book an interpreter via email

You can book an AIS interpreter by emailing ais@nt.gov.au and providing the relevant form on the Northern Territory Government's website .

AIS will contact you after they receive your booking to discuss the request.

Related information

Guide to working as a provider

Guide to NDIS support budgets

Contact us

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