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How to call the NDIS

Interpreting services allow the transfer of communications from a person's preferred spoken language into English. Interpreting services are delivered by TIS National, on behalf of the NDIS.

TIS National contract more than 3,000 certified interpreters across Australia, in more than 160 different languages.

You can:

- call TIS National direct on 131 450
- ask to speak to the NDIS on 1800 800 110.

NDIS participants and carers are not charged for language interpreting services.

The interpreters' role is to interpret spoken words only. This means they are unable to give you advice about the NDIS.

NDIS planners and NDIS partners can help you to get an interpreter.r.

Planning

Your NDIS planner, NDIS partner or support coordinator will book a certified interpreter for you.

You can bring a family member or friend who speaks English to your meeting, but the NDIS will also give you an interpreter.

Where possible, on-site interpreters will be booked to join your NDIS face-to-face meetings, while over the phone interpreter services will be used for short, simple communications.

The NDIS can provide a participant plan in your or your carers preferred language.

Using your NDIS plan

Your NDIS provider is responsible for offering you interpreter services to help you use the supports you have funded in your plan.

Your NDIS provider or support coordinator will book a face-to-face or over the phone language support interpreter.

Language interpreting supports are not part of your NDIS plan.

You can ask your NDIS provider to help book a specific interpreter every time you meet with them, for example, if you want the same interpreter or prefer a specific gender.

Registered NDIS providers, including support coordinators, can register with TIS National to allow NDIS participants and their carers access to NDIS funded interpreters.

Aboriginal interpreting services in Northern Territory

Participants who want to know more about booking an aboriginal interpreter for any services delivered by a registered provider should speak to their NDIS partner, planner, support coordinator or remote community connector representative.

For people with hearing or speech loss

If you are Deaf, hard of hearing, or have a speech or communication difficulty please contact the National Relay Service (NRS).

Step 1: Contact the NRS through your preferred NRS call channels detailed on the National Relay Service website.

Step 2: Provide the NRS with their phone number 1800 800 110.

For more information visit the National Relay Service .

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