

Introduction

The National Disability Insurance Scheme (NDIS) provides funding to support individuals and their authorised decision makers and/or support network members to access Translating and Interpreting Services National (TIS National). This Quick Reference Guide is to provide information on when and how to access this service.

TIS National and the NDIA

TIS National is an interpreting service provided for people who prefer a language other than English and for organisations that need to communicate with them.

The National Disability Insurance Agency (NDIA) has partnered with TIS National to ensure information about the NDIS can be shared in a way that NDIS participants understand. TIS National offers translating and interpreting services in more than 150 languages. Full details of the languages available can be found [here](#).

As an NDIS provider, LWB can access funded interpreting services for people when LWB is providing them with NDIS funded supports.

How to access TIS National Services

Immediate Phone Interpreting

If you require an immediate phone interpreter, call TIS National on 131 450. This service is available 24 hours per day, seven days per week, however not all languages are always available.

Pre-booked Phone Interpreting

Phone interpreting services can be pre-booked via the online [Interpreter Booking Form](#) available on the [TIS National](#) website. Pre-booking a phone interpreter ensures that an interpreter will be available in the language you need at the time you have a scheduled appointment with LWB staff.

On-site Interpreting

On-site interpreting services can be booked via [TIS Online](#). On-site interpreting is recommended when:

- a scheduled appointment with an LWB staff member may take some time, or
- the appointment will involve discussions about complex or sensitive information, or
- the appointment will require documents or forms to be discussed.

Tips for Getting the Most Out of Your Interpreting Services

For All Interpreting Services:

- LWB staff should allow time prior to the meeting / phone call to briefly explain the purpose of the session and what the session entails.
- LWB staff should introduce everyone and describe the main topics you will be discussing.
- Always speak in the first person and speak directly to the person.
- Allow the interpreter to clarify information if necessary.
- Use clear language, short sentences and avoid jargon, slang or acronyms.

If it is a long call or meeting, the interpreter and/or person may require a break.

For Phone Interpreting meetings:

- Ensure the interpreter knows the type of phone being used (mobile, landline etc.) and whether a speaker phone is being used.
- Ensure there is a pause after each sentence so that call participants do not talk over each other or cut each other off.
- Clearly indicate the end of the conference call to everyone involved.

For Onsite Interpreting meetings:

- Ensure you have somewhere quiet and private for the discussion to take place.
- Arrange seating in a triangular form to allow easy communication between all parties, preferably with the person facing the LWB staff member and the interpreter sitting to the side.