

Access to Interpreting Services

When should an interpreter be engaged?

An interpreter should be provided in situations where a Non-English speaking client has difficulty communicating in English.

It is not recommended that Family members and/or friends be engaged as paid, or unpaid, interpreters. A **National Accreditation Authority for Translators and Interpreters** (NAATI) accredited interpreter is recommended for service providers using interpreters to bridge communication gaps with clients.

Professional interpreters are bound by a code of ethics to maintain confidentiality, impartiality and accuracy.

Translating and Interpreting Services (TIS National)

The Department of Communities, Disability Services and Seniors provides funded NGOs with access to interpreting services provided by Translating and Interpreter Services (TIS National).

To access this arrangement, eligible service providers must obtain a unique TIS client code from the department. Eligible service providers use their unique TIS client code when accessing interpreter services through TIS National. TIS National invoices the department directly for charges incurred for the eligible service providers.

Am I an eligible service provider?

Service providers that receive funding under [Community, Individual, and Older People investment specifications](#) and have a *CDSS Service Agreement: Funding and Service Details* are eligible.

To request a unique TIS code under the arrangement, please email the following information to the following email: interpreting.services@communities.qld.gov.au

- Service Name:
- Service Contact Person:
- Service Contact Email:
- Service Address:
- Service Postal Address:
- Contact Phone:
- Program/Initiative:
- Service Outlet No:

Disability Services provide funding to [Support with Interpreting, Translating and Communication \(SWITC\)](#). Please refer to SWITC website for more information.

What if TIS National is unable to provide an appropriate interpreter?

In the event TIS National are unable to provide the required interpreter service, engage an alternative interpreting service provider that can meet the required needs. You will be invoiced for the service delivered. This is important as it establishes the fee for service arrangement. Please submit the following information to the department for reimbursement:

- The original invoice you received from an interpreting service provider
- Create an invoice to the department to request reimbursement for the interpreting service provided
- Submit the invoices to the department at interpreting.services@communities.qld.gov.au

Remember, always utilise a National Accreditation Authority for Translators and Interpreters (NAATI) accredited interpreter. NAATI accreditation assesses translating and

interpreting professionals to ensure they meet the professional standards required by the translation and interpreting industry. For more information on [NAATI Accreditation](#) please refer to the website.

For more information

For more information on the Queensland Language Services Policy:

<http://www.dlgrma.qld.gov.au/multicultural-affairs/policy-and-governance/language-services-policy.html>

For further information about the Department of Communities, Disability Services and Seniors funded service providers access to interpreter services contact:

interpreting.services@communities.qld.gov.au