

# Skilling Queenslanders for Work

## Translating and Interpreting Services

### Access to translating and interpreting services

Organisations delivering projects under Skilling Queenslanders for Work (SQW) can access a fee-free translating and interpreting service.

The Department of Employment, Small Business and Training (DESBT) has an account with the Department of Home Affairs' Translating and Interpreting Service (TIS) National. TIS National is available 24 hours a day, 7 days a week and operates out of Melbourne, servicing Australia with over 3000 contracted interpreters.

### What services can be accessed?

TIS National provides both telephone and on-site interpreting services in over 160 languages and dialects.

Services can be accessed for any participants from a culturally and linguistically diverse background on SQW projects. Services include:

- conducting a three-way conversation between the participant, the interpreter and the funded organisation, DESBT or another English speaking agency or service provider
- pre-booking a telephone interpreting service when a participant has a set appointment that is likely to be of long duration or the participant speaks a high demand or rare language
- on-site or 'face-to-face' interpreting when an interpreter is required to be physically present.

### How do I access the immediate telephone interpreting service?

Call TIS National for immediate telephone interpreting on 131 450.

It is best to make the call on a speaker phone – TIS National will set up the conferencing arrangements.

When connected, quote DESBT's **TIS client code – C019437**. You must also tell the operator that you are funded under SQW and provide the name of the project this service is required for, the name of the funded organisation, the language or dialect needed and your phone number (in case you need to be called back).

If you wish to contact another English speaking agency on behalf of a participant, you will also need to provide their name and phone number.

The TIS National operator will then connect you to an interpreter in the requested language and, if required, phone the agency that you wish to speak with.

### How do I pre-book a telephone interpreter?

Pre-booking a telephone interpreter is an effective and less expensive alternative to using an on-site service. To pre-book an interpreter, please send in your request to [sqwapps@desbt.qld.gov.au](mailto:sqwapps@desbt.qld.gov.au). Your request will need to include the name of your organisation, the project name, the project ID, time and date, as well as the language required.

Written requests for pre booked telephone interpreter services will be actioned by the Department. When completed, a copy of the confirmed booking is sent to the applicant organisation.

TIS National can take bookings up to three months in advance. Cancellations must be made in writing and include a reason for the cancellation, at least 24 hours prior to the appointment, otherwise DESBT will still be charged.

Further detail on the cancellation process can be found at [Translating and Interpreting Service \(TIS National\)](#).

### How do I organise on-site interpreting?

TIS National can also arrange for an on-site interpreter to attend a location of your choice. On-site interpreting services can be arranged, subject to interpreter availability, for any location in Australia.

All on-site bookings must be made to TIS National in writing. To request an on-site interpreter, please send in your request for an on-site interpreter to [sqwapps@desbt.qld.gov.au](mailto:sqwapps@desbt.qld.gov.au). Your request will need to include the name of your organisation, the project name, the project ID, and the time, date, location for the on-site interpreter as well as the language required.

Written requests for on-site interpreter services will be actioned by the Department. When completed, a copy of the confirmed booking is sent to the applicant organisation.

### Are the services free?

Yes. DESBT is paying the costs of the translating and interpreting services through TIS National for any providers funded under SQW.

TIS National will directly invoice DESBT for any services accessed. These services are not paid from an organisation's grant funds but will be paid from the department's administration costs.

Version 5.0 - January 2024