



# National Disability Insurance Scheme

## Interpreting support for NDIS Participants

TIS National has partnered with the National Disability Insurance Agency (NDIA) to provide interpreting services for NDIS participants from Culturally and Linguistically Diverse (CALD) backgrounds. This service will support participants when connecting with registered service providers for funded supports in a participants plan.

An NDIS Local Area Coordinator, NDIA Planner or Support Coordinator will support participants who require assistance accessing interpreting services through TIS National.

A participant does not need to have interpreting supports listed as a funded support in their plan to access non-disability related interpreting services.

TIS National requires the NDIA registered service provider who is delivering the funded support to register for a TIS National client code and book an interpreter on behalf of the NDIS Participant.

## TIS National Services

TIS National is an interpreting service provided by the Department of Immigration and Border Protection for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

TIS National provides the following services:

- Immediate phone interpreting
- Pre-booked phone interpreting
- On-site interpreting

More information is available about TIS National on the [website](#).

Access to TIS National is available for NDIS Participants to use with NDIA Registered Providers of Support (RPoS).

Regardless of how services are delivered and by whom, the NDIS Registered Service Provider remains responsible for service quality and meeting all regulatory responsibilities (see the National Disability Insurance Scheme Guidelines).

The NDIA encourages service providers to use telephone interpreting services wherever possible, unless there is a genuine need for an on-site interpreter.

## How to register for TIS National services

You will need to be registered with TIS National for NDIS Participants to be able to access TIS National supports with your agency.

To register for TIS National services, you will need to set up a TIS National client code by completing the [online registration form](#) available on TIS Online.

NDIS Registered Providers of Supports, who plan to use TIS National services in conjunction with funded supports in an NDIS Participant's plan, are advised to register for a client code in anticipation of needing to book a service. The first four fields in this form, as seen in the screen shot below, should be filled in as follows:

- Category: Commonwealth Government Agency
- Sub-Category: National Disability Insurance Scheme
- Name of Agency – XXXX (insert individual organisation name in this field)
- Section Name – NDIS

The screenshot shows a web form titled 'Agency client details'. It contains two dropdown menus. The first dropdown is labeled 'Please select the category that your agency, service or organisation best fits into.' and is set to 'Commonwealth Government Agency'. The second dropdown is labeled 'To give us as much information about the services you provide and how you will use TIS National services, please select a specific subcategory that best applies to you.' and is set to 'National Disability Insurance Agency'. Below these are four text input fields: 'Name of organisation or agency', 'NDIS Provider Registration Number', and 'Section name'. A blue callout box points to the 'Name of organisation or agency' field with the text 'Your unique provider number supplied by the NDIS.'. A 'Next' button with a right arrow is located at the bottom right of the form.

The remaining fields will request an address, main contact details and service preference details.

Where the form requests an email address for invoicing purposes, please record your email, noting that the invoices will be sent directly to the National Disability Insurance Agency.

Once a completed registration form is submitted, an activation email will be sent to your nominated email address, advising you of the client code (**i.e. C123456**) and requesting you to log into TIS Online to activate your account.

**Registered Service Providers should not use this code to undertake jobs until they receive a welcome email from TIS National confirming their eligibility to use the client code, or they may be charged directly for services.**

The welcome letter will be provided within two working days. In addition to the confirmed client code, the letter will provide information on how to use TIS Nationals services and outline important information that you will need to provide to TIS National, such as the participant's NDIS number.

If a TIS National service is urgently required and a Registered Service Provider is yet to register for a TIS National client code or waiting for a confirmed client code, they can call TIS National directly on 1300 655 820 (within Australia) during business hours for assistance.

Please note the TIS National client code is not transferrable between organisations.

## How to access TIS National services

NDIS participants and Registered Service Providers can access immediate phone interpreting services by calling TIS National's operator assisted service on 131 450 (within Australia).

Phone interpreting services can also be pre-booked via the online [interpreter booking form](#) available on the TIS National website. This is recommended when a scheduled appointment may take some time, be complex, requires specialist knowledge or the availability of interpreters in that particular language is limited.

On-site interpreter services can be booked through TIS Online, an automated booking tool which can be used to easily request, monitor and manage all on-site interpreter bookings online. Find out more about [TIS Online](#) or visit the [TIS Online login](#) page to get started.

More details on accessing TIS National services are available from the [website](#).

## Where can NDIS Registered Service Providers find more information?

The National Disability Insurance Scheme's [website](#) has up-to-date information about how to use TIS National with funded supports, including information sheets and frequently asked questions.

Queries can be directed to the NDIS on 1800 800 110.

## How do I contact TIS National?

To speak to someone about registering for a TIS National client code, please call 1300 655 820 or alternatively visit [www.tisnational.gov.au](http://www.tisnational.gov.au).

To access an immediate phone interpreter, once you have registered with TIS National and have been provided with a client code, please call 131 450 (within Australia).