

## Interpreter & Translation Services

SAL Consulting uses the Free Interpreting Service provided by the Department of Social Services. The Free Interpreting Service aims to provide equitable access to key services for people with limited or no English language proficiency.

### Why user interpreters?

Australia has a rich cultural diversity. The 2016 census revealed that Australians were born in 200 different countries and speak more than 300 languages.

The Free Interpreting Services helps eligible groups to communicate with clients who have limited or no English language proficiency. Using credentialed interpreters can facilitate better access to essential services for these clients and is particularly important for conversations in technical, legal or health contexts.

### Available Services

Eligible groups can use the Free Interpreting Service to access interpreting services delivered by TIS National, including:

- immediate phone interpreting.
- pre-booked phone interpreting.
- pre-booked onsite interpreting (not available to pharmacies or real estate agents).

Immediate phone interpreting is most useful for unplanned interactions. It provides:

- access to over 3000 interpreters in over 160 different languages.
- interpreting services 24 hours a day 7 days a week.
- connection to an interpreter within a few minutes of calling.

Pre-booked phone interpreting is useful for planned interactions, or if you know you need to request a less common language. When phone interpreting is not suitable, TIS National can arrange an interpreter to arrive onsite for a face-to-face appointment. This may be important when you have a group of people needing the same language interpreter, when you are discussing complex ideas or when you anticipate that the appointment will go for an extended period of time.

### Make a Booking – SAL Clinician

- Ensure you are listed as an agent for SAL Consulting - contact Leigh Macklan.
- Instructions on how to access the TIS site will be sent to you once you are registered as an agent.
- SAL Client Code - C992184