Free aged care translation service

The Australian Government funds a translation service to help aged care providers communicate with older people from culturally and linguistically diverse backgrounds.

Aged care providers can use this free service to produce translated versions of print and digital materials in different migrant languages, as well as 'Easy Read' or 'Easy English' translations.

This service is available free of charge for government-funded aged care providers, peak bodies and Partners in Culturally Appropriate Care (PICACs) across Australia.

To request a translation:

Check your eligibility here: **diversityagedcare.health.gov.au/ eligibility-checklist**

Fill in the online translation request form here: **diversityagedcare.health.gov.au/ request-translation** or call **1800 271 034**.

Translation specialists will work with you to understand your requirements. Your materials will be translated and returned to you in the desired formats.

diversityagedcare. health.gov.au

Subscribe to our aged care newsletters for updates on changes to aged care, consultations and news for the aged care sector: **health.gov.au/aged-care- newsletter-subscribe**

Different languages, same aged care

Language translation: Free aged care translation service

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To request a translation call **1800 271 034** or complete an online request form here: **diversityagedcare.health.gov.au/ request-translation**

Language interpreting: TIS National for aged care

The Australian Government funds aged care providers' access to Translating and Interpreting Service (TIS) National, including:

- immediate phone interpreting 24 hours a day, 7 days a week
- pre-booked phone interpreting
- on-site (in person) interpreting
- Automated Telephone Interpreting Service (ATIS)
- video remote interpreting.

Use TIS National free of charge to communicate with people from culturally and linguistically diverse backgrounds.

Register now for a TIS National client code: **tisonline.tisnational.gov.au/ RegisterAgency**

Sign language and captioning: Deaf Connect

The Australian Government funds Deaf Connect to provide free sign language interpreting and captioning services to aged care providers 7 days a week, including:

- face-to-face and video interpreting
- Auslan, Aboriginal and Torres Strait Islander languages, American Sign Language, International Sign Language, and Signed English
- tactile signing and hand-over-hand signing for deafblind people
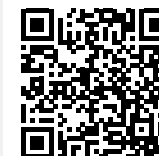- live captioning.

To book these services contact Deaf Connect on **1300 773 803** or **interpreting@deafconnect.org.au**

diversityagedcare. health.gov.au

health.gov.au/ tis-aged-care-providers

health.gov.au/aged-care-sign-language-service

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