



Australian Government

Department of Health and Aged Care

# Government-funded interpreting through TIS National for older people in aged care and aged care providers

**The Australian Government funds aged care providers' access to Translating and Interpreting Service (TIS) National.**

TIS National offers:

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

Aged care providers can use TIS National free of charge to communicate with people from culturally and linguistically diverse backgrounds.

To use TIS National language interpreting for aged care:

- Register for a TIS National client code online: **[tisonline.tisnational.gov.au/RegisterAgency](https://tisonline.tisnational.gov.au/RegisterAgency)** If you provide aged care services through different government programs, you will need a separate code for each one.
- TIS National will email you the client code after you register.
- Use your TIS National client code each time you use TIS National. Make sure to use the correct TIS National client code if you have more than one.



For more information on TIS National for aged care:  
**[health.gov.au/tis-aged-care-providers](https://health.gov.au/tis-aged-care-providers)**



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# Different languages, same aged care

## Language translation: 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.

Use this service to produce translated versions of print and digital materials in different migrant languages, as well as 'Easy Read' or 'Easy English' translation.

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

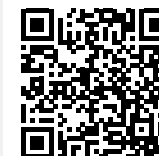
To book these services contact Deaf Connect on **1300 773 803** or **[interpreting@deafconnect.org.au](mailto:interpreting@deafconnect.org.au)**



**[diversityagedcare.health.gov.au](https://diversityagedcare.health.gov.au)**



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