



Translating and interpreting services for aged care

Presenters:

- Chair, Isolde Kauffman, Department of Health and Aged Care
- Cecilia Chiolero, Partners In Culturally Appropriate Care: The importance of translating and interpreting services in aged care
- Jen Cvetkovski, Department of Home Affairs: Translating and Interpreting Service (TIS) National for aged care
- Fiona Nixon, ThinkHQ: Free aged care translation service





- The government is developing a new rights-based Aged Care Act that will put older people who need aged care at the centre of the system.
- The **new Aged Care Act and strengthened Aged Care Quality Standards** strengthen requirements for Commonwealth-funded aged care to meet the needs of older people from diverse backgrounds, including from culturally and linguistically diverse backgrounds.

The importance of translating and interpreting services in aged care

Ensuring nothing is “lost in translation”



Essential voices in aged care communication

Aged care service providers

- **Need:** To understand and address all care needs of the older person.
- **Communicate:** Care plans, health updates, service options, contract details.

Interpreters/translators

- **Need:** To accurately translate meanings and cultural nuances.
- **Communicate:** Facilitate clear dialogue among all parties.

Older people

- **They need:** Express health concerns and care preferences clearly.
- **They communicate:** Experiences and feedback on received care.



Barriers for aged care service providers

- **Time:** Extra planning and scheduling for interpreter sessions and document translations.
- **Cost:** Organisational costs for additional staff time, plus lack of understanding about how to access free interpretation and translation services.
- **Management:** Coordinating interpreter services and document translations is complex, especially across multiple languages or remote locations.



Benefits of working with interpreters

- **Improved communication**

- Accurate and unbiased interpretation and staying true to what is said.

- **Enhanced care quality**

- Better understanding of older person's needs for more personalised and culturally appropriate care.

- **Reduced risk of miscommunication**

- Minimising errors, improving safety, and reducing conflicts or complaints.



Benefits of working with translators

Consistency and clarity

Translated documents align with conversations, reducing confusion and misinterpretation.

Accessibility

Translations ensure information is accessible to non-English-speaking older people, enhancing understanding of services and care plans.

Enhanced brand image

Presenting information in an older person's native language shows commitment to person-centered care, increasing satisfaction, attracting a broader client base and meeting requirements under the Aged Care Quality Standards.



Barriers faced by older persons from CALD backgrounds (Culturally and Linguistically Diverse)

- **Language barriers:** Difficulty understanding English limits access to care and expression of needs. Even those proficient in English may not be familiar with aged care services.
- **Cultural barriers:** Differences in norms and values can lead to miscommunication and discomfort during interactions with care providers. Admitting a lack of understanding can be challenging.
- **Unsatisfaction:** Difficulty in communicating needs and preferences can lead to unsatisfactory care and reduced engagement with service providers.
- **Lack of access to information:** Without translated documents or interpreters, older persons from backgrounds in languages other than English may struggle to understand their rights and available services.



Language services: benefits for older people

Benefits of having interpreters	Benefits of receiving translated documents
Improved communication: Older people can understand conversations and express their needs and preferences effectively.	Clarity: Translated documents provide clear information on services and care plans.
Reduced misunderstandings: Interpreters ensure accurate translation, reducing confusion and misinterpretation.	Access to information: Translated materials help older people understand their rights and available services.
Enhanced interaction: Interpreters bridge language gaps, allowing for more engaging and meaningful communication with care providers.	Reduced stress: Knowing that important documents are in their preferred language eases anxiety and stress.
Greater satisfaction: Older persons feel valued when they can communicate freely, leading to improved satisfaction with care.	Empowerment: Translated documents empower older people to make informed decisions about their care.



Final tips

- **Be proactive:** Study your service area's demographics and prepare the necessary translations ahead of time to meet your clients' needs. OPAN's Planning for Diversity training can help you in this (www.opan.com.au)
- **Team approach:** Treat translators and interpreters as part of your team. Provide them with detailed information and reference materials to improve communication and the overall experience for everyone.
- **Normalise language services:** Avoid making access to language services seem difficult or an exception. Older people may refuse them to avoid causing trouble. It should be a standard part of your service.
- **Provide translated handouts:** Offer translated handouts on key topics (e.g., Aged Care Charter of Rights, Quality Standards, My Aged Care, feedback forms). These can help older people reflect on conversations and remember important details.





PICAC
alliance

Partners in Culturally Appropriate Care

- Funded by the Department of Health and Aged Care.
- National unified body that brings together Partners in Culturally Appropriate Care (PICAC) organisations from every state and territory in the country, for the sharing of best practices and resources.
- PICAC organisations are dedicated to providing care that is sensitive to the cultural needs and preferences of the individuals being served.

<https://www.picacalliance.org/>
<https://mac.org.au/picac/c.org.au>



Victoria



Northern Territory



Queensland



New South Wales & ACT



Tasmania



Western Australia



Multicultural
Aged Care

South Australia

Interpreting services for aged care through TIS National



Call **131 450**



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



Email **diversityagedcare@health.gov.au**

Interpreting services available for approved providers

The Australian Government's fully funded TIS National provides:

- 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.
- Approved providers can use TIS National to support discussions with people who use aged care services or potential users of aged care services about their care or available services.

You should use phone interpreting services unless there's a genuine need for an on-site interpreter.



When to use an interpreter



Aged care providers and their staff should recognise when an interpreter is needed. This could be when a person they care for:

- requests an interpreter
- has a preferred language that is not English

Interpreting services should be used:

- during important discussions relating to decisions about their care options
- when the older person relies on family or friends to communicate their aged care requirements.



When to use an interpreter



Approved providers of government-subsidised aged care can use TIS National for all discussions with service users and prospective service users, such as to:

- discuss care needs, services and preferences
- discuss fees and charges
- develop or review care documents, such as agreements, care plans and budgets
- support consumers to exercise independence in their care and participate in social and cultural activities such as weddings, funerals, family reunions, seniors' activities, clubs or social groups.



Eligibility for free interpreting services through TIS National

You can access TIS National for free if you're an approved provider of:

- Residential aged care
- Commonwealth Home Support Programme (CHSP)
- Home Care Packages (HCP)
- Disability Support for Older Australians (DSOA) Program – formerly known as the Commonwealth Continuity of Support (CoS) Programme
- Multi-Purpose Services Program
- Short-term Restorative Care (STRC) Programme
- Transition Care Programme
- National Aged Care Advocacy Program (NACAP)
- psychological treatment services for people with mental illness in residential aged care facilities.

Aged care navigators including care finders can also access free interpreting services on behalf of older people they are supporting.



How to register with TIS National

The screenshot shows the TIS National website homepage. At the top, there is a navigation menu with links for 'Interpreting for TIS National', 'Our services', 'Free Interpreting Service', 'Non-English speakers', 'Who we are', 'News and updates', 'Contact us', and 'Policies'. Below the navigation is a large banner with the text 'Welcome to TIS National' and a description of the service. Three buttons are visible: 'Book an interpreter', 'Become an interpreter', and 'Register as a client'. The 'Register as a client' button is circled in red, and a red arrow points from it towards the right side of the slide.

- To access free interpreting services through TIS National, **aged care providers must register** on the TIS National webpage to **receive a client access code**.
- Providers should have one code per funded program for each service (for example CHSP; HCP; residential care; STRC, etc.).
- Aged care providers should nominate an account manager or business manager to be the administrator of your TIS accounts. They would ensure the program client codes are easily accessible for your staff to make it easy for them to book an interpreter.





Our services help clients throughout Australia

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs, for people with limited English proficiency and for agencies and businesses that need to communicate with their non-English speaking clients.

View services for:

 Non-English speakers

 Interpreters

 Available services Information about phone, on-site and video remote interpreting. Learn more →	 Help using TIS National Find out about how to use TIS National services. Learn more →
 Register a personal account Become a fee-paying TIS National client. Learn more →	 Other services Other language services for non-English speakers. Learn more →

To register – click here

NOTE: Use Microsoft EDGE browser (not Chrome)

How to register with TIS National

This first series of fields identifies that you will be accessing an account held by a government agency (that is, you will not be billed – the job will be invoiced to the Department of Health and Aged Care).

- In the first drop down field – select **“Commonwealth Government Agency”**
- Second field – select **“Other Commonwealth Government Agency”**
- Third field – “Name of your organisation/service”
- Fourth field – insert aged care program (i.e. CHSP, HCP, STRC, aged care residential facility, EnCOMPASS, etc.)

Agency client details

Please select the category that your agency, service or organisation best fits into. *

Commonwealth Government Agency ▾

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. * ⓘ

Other Commonwealth Government agency ▾

Name of organisation or agency *

Caring Aged Care

Section name

CHSP

Next →



How to register with TIS National

This is a generic form for organisations that pay for interpretation services – this statement **does not apply to aged care providers eligible** to access the department’s fully funded interpreting services.

The next fields prompt you to add your organisation’s address details.

Submitting this form will register your organisation for fee-paying services. You will be invoiced for services that your agency uses.

Address

Street address*

If your address is not appearing, ensure you type the whole address, including the suburb.

Street

108 Ann St

Suburb

DANDENONG

State/Territory

VIC

Postcode

3175

Building name (optional)

School/Hospital/Building name

Is the mailing address of your organisation or agency the same as the street address?*

Yes

No



How to register with TIS National

The next section asks for contact details.

Enter:

- your organisation's contact phone number, a group email address (preferred over a personal address)
- your organisation's website,
- the administrator's name and their email address (or the generic email address entered above).

Agency contact details

Phone number *

This phone number will be used to contact your agency regarding your account/connect non-English speakers to your agency where your account is set up for this function.

61 02 30692541

Email address *

Group/Business emails are the best choice for this email. This will ensure if you leave the company, TIS National can still contact your organisation.

admin@caringagedcare.org.au

Agency Website ?

https://caringagedcare.org.au

Person who the invoice is to be sent *

Sally Murphy

Email address where invoice is to be sent *

For example: your accounts payable section email.

admin@caringagedcare.org.au




How to register with TIS National

Administrators' contact details are added next.

Questions at the bottom of the section ask about accepting calls initiated by the non-English speaker and whether you accept on-site jobs.

These situations are covered by the department's TIS National contract, so you can select 'Yes' for both.

Account administrator contact details

Title
Ms 

First name * Sally

Surname * Murphy

Position * Business Manager

Section/branch/department/area name * Operations


Work number * 61 03 32695111

Mobile phone number 0425 123456

Email address * admin@caringagedcare.org.au

Will you accept calls initiated by the non-English speaker?* Yes No

If you select "yes" this will authorise TIS National to connect non-English speaker (NES) initiated calls to your agency on your nominated account phone number. NES initiated calls will be charged to your agency, including unsuccessful connections. For more information about NES initiated calls contact tispromo@homeaffairs.gov.au or 1300 655 820.

Will you accept on-site jobs on this client code?  Yes No



How to register for TIS National

For the question relating to additional information that TIS National operators need to collect – select ‘No’.

ATIS – auto voice-prompted telephone interpreting – is an automated service that supports access to interpreters of the most frequently used languages. It is particularly useful during periods of high demand for interpreters.

The department recommends that all providers select ‘**Yes**’ to allowing your client code to utilise ATIS.

Complete the final two fields by naming your account (usually your organisation name and a location/suburb and program name) and **nominating a 4-digit pin** (which staff will enter to use these services).

Is there any additional required information that TIS National operators should collect from those using your TIS National client code? *

Yes
 No

ATIS account

ATIS is an automated voice-prompted immediate telephone interpreting service. ATIS is a service for agency clients to access an interpreter in high demand languages without assistance from a TIS National operator. You can access ATIS through a single free call 1800 number reducing flag-fall costs for high volume users. ATIS users also receive a discount of up to 10 per cent off TIS National's immediate telephone interpreter charges, so using the service is an excellent opportunity for clients to reduce interpreting costs.

Would you like to create an ATIS account for this client code?

Yes
 No

What would you like to name this ATIS account? *

Caring Aged Care - CHSP - ATIS

Access Number *

4321

[+ Add another ATIS account](#)



How to register for TIS National

Finally, select 'Yes' to receiving updates on TIS National through the format/s which suit your organisation best.

There is a drop-down box for identifying how you heard about TIS National – select the most appropriate option.

Importantly, the Acknowledgment of terms requires the applicant to tick the 3 green boxes, and then Submit.

Enquiries:

Call the TIS National client liaison team on 1300 655 820 (9am - 5pm, Monday to Friday AEST) or email tispromo@homeaffairs.gov.au

Subscribe for eComms

TIS National would like to keep you updated with our news letters and service updates. You can unsubscribe from these communications at anytime by completing the [contact us form](#)

I would like to Subscribe to TIS Newsletter* Yes No

I would like to receive email updates from TIS National* Yes No

I would like to receive SMS updates from TIS National* Yes No

I would like to participate in surveys from TIS National* Yes No

How did you hear about TIS National?
Please select *

Word of Mouth

Acknowledgement of terms

By submitting this request, I/my organisation:

- has read and accept(s) the Department's [privacy and security statements](#) *
- has read and accept(s) the Department's [terms and conditions of use](#) *
- agree(s) to provide a safe and healthy working environment for interpreters, in accordance with [Workplace Health and Safety obligations](#). *

Please note, you must open each of the links above to confirm you have read the relevant documents.

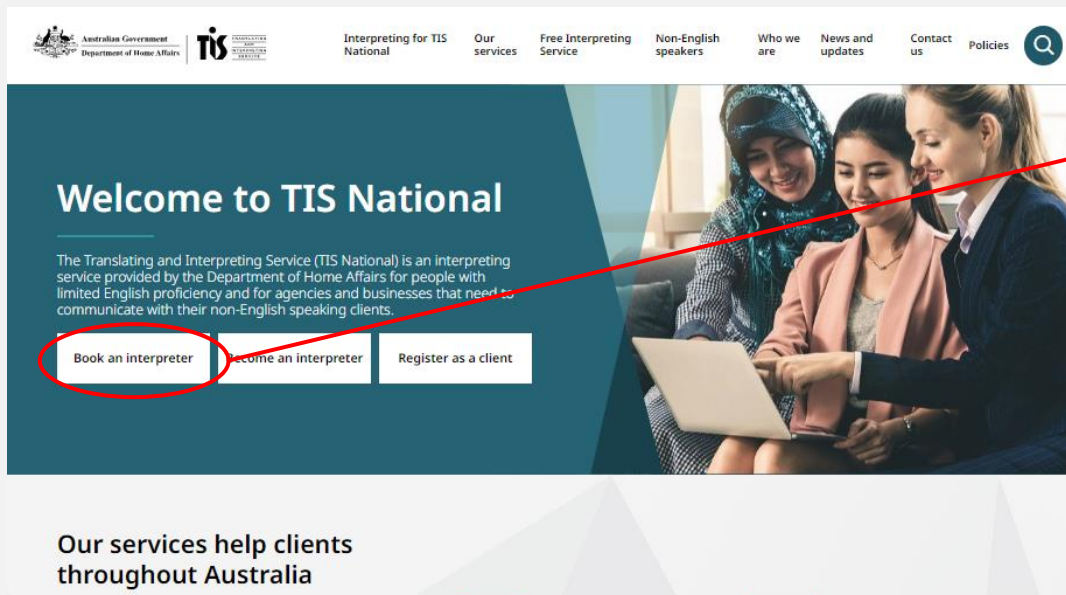
Submit →



How to register for TIS National

TIS National will respond by email to the applicant's nominated administrator, providing an allocated Client ID and a link to set a password.

These are the details that you need to share with your employees to enable them to book interpreters with TIS National.



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Login

Welcome to TIS Online. Please enter your login details below to access the system.

Email address

Client ID/Interpreter ID

Password

[Forgot Password](#)

Remember me

To book an interpreter with TIS National, go to tisnational.gov.au and select **'Book an interpreter'**

TIS National interpreting services for aged care

- In summary, TIS National interpreting services are available 24 hours a day, 7 days a week, and can be accessed by aged care providers at no cost via telephone or through face-to-face sessions.
- For more information on eligibility and to register, visit health.gov.au/tis-aged-care-providers, or go to:

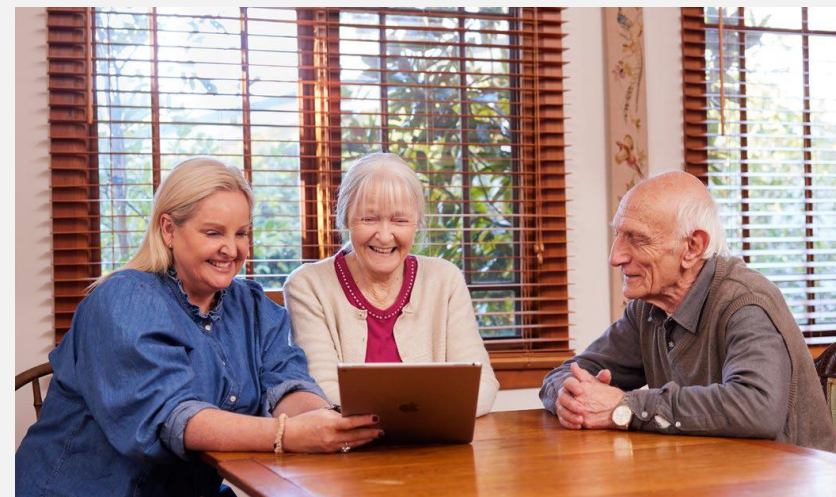
W: tisnational.gov.au

T: 1300 655 820

E: tispromo@homeaffairs.gov.au

TIS National offers:

- Immediate phone interpreting
- Pre-booked phone interpreting
- On-site interpreting
- Automated Telephone Interpreting Service (ATIS)
- Video remote interpreting.





Australian Government

Department of Health and Aged Care

Free translation service for aged care providers



Call **1800 271 034**

Visit **diversityagedcare.health.gov.au**

Fill in the request form and our friendly team will respond within 48 hours, Monday to Friday.



Email **diversityagedcare@health.gov.au**

Different languages, same aged care

The **Department of Health and Aged Care** is working with **Think HQ** to provide a **free translation service** for government-subsidised aged care providers, peak bodies and Partners in Culturally Appropriate Care (PICACs) across Australia.

The aim is to help to provide culturally safe, appropriate and inclusive care, in line with the Aged Care Quality Standards.





Why in language material is important

The Census data from 2021 recorded **723,073 people** from multicultural backgrounds aged 65 and over.

Generally, levels of English proficiency are lower amongst older people.

As an aged care provider, it is important that **people in your care have information about the care they need, delivered in a way they can understand.**

Translated materials:

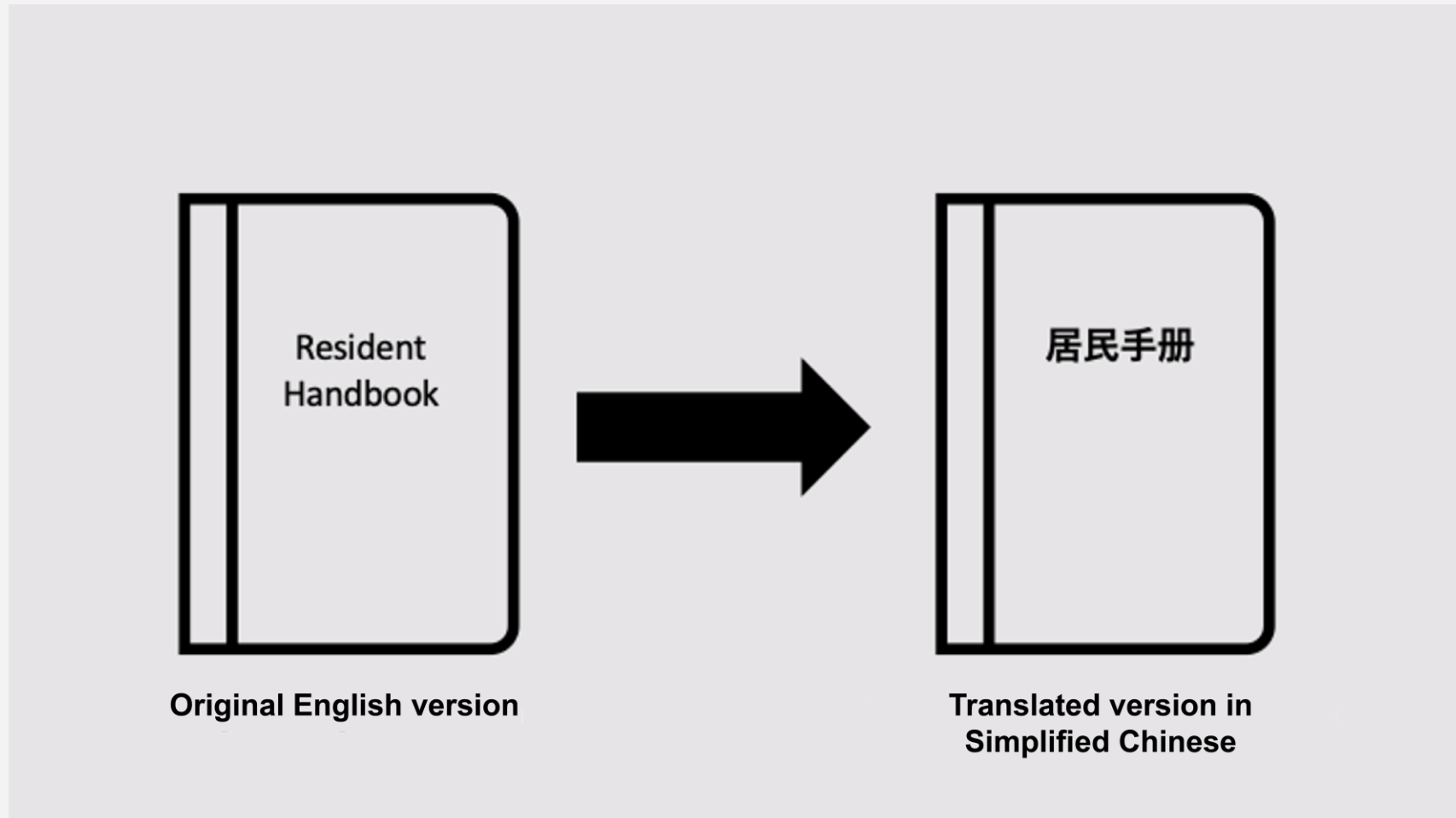
- help older people make informed choices that suit their needs
- help families and carers communicate with and support older people.

		Over 65	% Low EPL
1	Mandarin	60,336	73%
2	Cantonese	58,781	51%
3	Greek	75,828	38%
4	Vietnamese	32,975	72%
5	Italian	97,638	23%
6	Arabic	38,297	38%
7	Spanish	25,588	30%
8	Macedonian	19,000	41%
9	Korean	7,862	71%
10	Croatian	21,125	26%
11	Serbian	13,222	41%
12	Turkish	8,451	56%
13	Russian	9,964	41%
14	Punjabi	7,894	51%
15	Khmer	4,510	75%
16	Polish	15,265	19%
17	Assyrian	4,744	59%
18	Portuguese	6,601	38%
19	Hindi	11,422	21%
20	Persian (excluding Dari)	5,034	42%

Australian Bureau of Statistics: Census 2021: Top 20 recorded multicultural communities of people aged 65 and over / low English proficiency



How the free translation service works





Eligible organisations

- ✓ Australian Government-subsidised **aged care providers** delivering care under one or more of the following programs:
 - Commonwealth Home Support Programme (CHSP)
 - Home Care Packages (HCP)
 - residential aged care
 - Short Term Restorative Care (STRC)
 - Respite care
 - Transition care program (TCP)
 - National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFAC)
 - Multi-Purpose Services (MPS)
 - Disability Support for Older Australians (formerly Continuity of Support program)
- ✓ A **peak body** such as the Aged and Community Care Providers Association (ACCPA), Council on the Ageing (COTA) or LGBTIQ+ Health Australia (LHA)
- ✓ A member of the Partners in Culturally Appropriate Care (**PICAC**) program
- ✓ Care Finders.





Eligible materials

- ✓ Materials created by you/your organisation – you own the copyright
- ✓ Existing materials – they exist already and you're looking to translate them into languages other than English



Materials that are produced by other organisations are protected by their copyright and therefore cannot be translated under this service unless requested directly by the original owner

Materials are any printed or digital (including photography and/or video) assets aged care providers may use for administrative purposes.

A copyright is a type of intellectual property that gives its owner the exclusive right to copy and distribute materials.





What materials can't be translated?

- Personal or individual content of care plans or documents
- Marketing materials (including website copy) prepared for the primary purpose of attracting new people to a specific aged care provider
- Aged care information from the Department of Health and Aged Care or the Aged Care Quality and Safety Commission that is already available in translated formats
- Frequently changing material (such as newsletters)





How we will work with you



1. Request

Visit diversityagedcare.health.gov.au and fill in the online form (takes approx. 2 minutes)

OR

Call us on [1800 271 034](tel:1800271034)
(Monday to Friday 9am-5pm)



2. Eligibility assessment

We will respond within 48 hours – Monday to Friday

We will confirm the information we need to assess eligibility and develop a clear brief:

- Type of materials
- Copy of the English materials
- The need that is being met and who will benefit
- Languages needed
- Material format – for printing / digital / audio

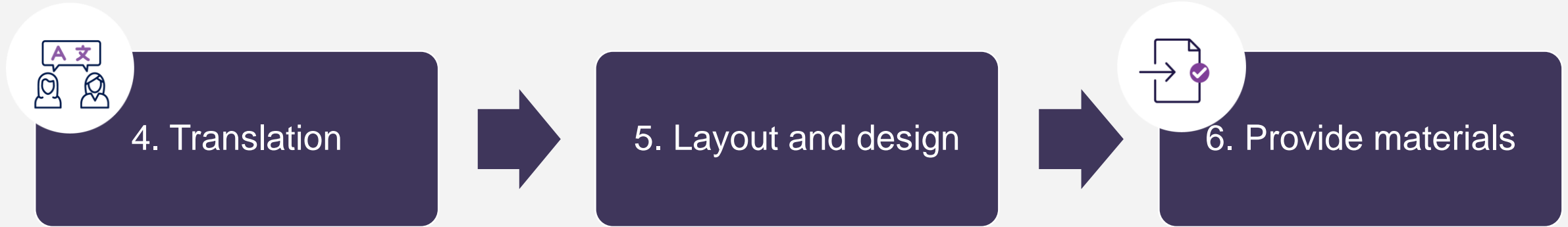


3. Getting the brief right





How we will work with you



We brief translators from our network of more than 200 NAATI-certified translators.

Translations are checked by a second translator, and back-translated into English if the information is complex or technical.

The turnaround time depends on the complexity of the material and the relative rareness of the languages. For example, a document under 1000 words being translated into Mandarin and Vietnamese will be ready in 7-10 days.

The translated material is formatted into the required design and files produced as agreed in the brief.

We send you an email with a link to our platform to download your documents.

We will ask for your feedback on the service.





Making the best use of the service

- Think about your translation needs for the coming period rather than a single document – it will be more efficient
- Identify who will benefit – who, which languages, how many people
- Gather the English materials – working / editable files if possible
- Give us a call – we can provide advice and help you think about what will work best for the people under your care



Thank you



Visit diversityagedcare.health.gov.au

Call **1800 271 034**

Email diversityagedcare@health.gov.au

Visit diversityagedcare.health.gov.au and

lodge an online request



agedcareengagement.health.gov.au

Feedback on aged care translating and interpreting services

We invite your feedback on the current aged care translating and interpreting services to help us make improvements

You can send us feedback by email:

- For overall feedback: diversityagedcare@health.gov.au
- For interpreting: tispromo@homeaffairs.gov.au
- For translating: fiona.n@think-hq.com.au

