



## TIS National - Service Options & Specifics:

[How to access an immediate phone interpreter](#)

[Pre-booked phone interpreting](#)

[On-site interpreting](#)

[Video remote interpreting](#)

[Who can be contacted through TIS National](#)

[Working with TIS National interpreters](#)

You can use a TIS National interpreter most effectively by:

- preparing all of the information you need for your call before calling TIS National
- being patient and waiting for the interpreter to finish interpreting before speaking again
- using short sentences
- avoiding using slang or jargon that may be difficult to translate
- understanding the role of the interpreter
- not asking the interpreter for advice or to advocate for you
- notifying the interpreter, organisation or TIS National immediately if you are having difficulty understanding the interpreter.
- <https://www.tisnational.gov.au/Non-English-speakers/Frequently-Asked-Questions.aspx>

## Other Resources:

[How to work with interpreters and translators \(Department of Health and Human Services\)](#)

- The above document contains some helpful information for English speakers.
- Different modes of interpreting are recommended for different contexts – thus host families can better prepare services depending on the matter at hand.
  - Complex, lengthy matters should be addressed using an in-person translator.
  - Telephone interpreting is useful for short, non-complex communication.
- It is suggested that family and friends should never attempt to substitute for an accredited interpreter insofar as they may lack impartiality, and are not bound by the same standards of conduct.
  - Moreover, children should not be charged with providing language assistance in critical situations as they may not remain impartial (for example, in the case of family violence), and accurately convey information.
- Try to avoid leaving an interpreter alone with a participant, conversations may get off-topic and could become uncomfortable for both parties
- The document further outlines how to book and prepare for interpreting sessions.

[Preparing for a Remote Interpreted Session](#)

[12 Tips on Working Effectively With An Interpreter](#)