

# Translating and Interpreting Service Request for On-Site Interpreting

TIS may use a range of means to communicate with you. However, electronic means such as facsimile or e-mail will only be used if you indicate your agreement to receiving communication that way. Electronic communications, unless adequately encrypted, are not secure and may be viewed by others or interfered with. If you agree to TIS communicating electronically with you, the details you provide will only be used by TIS or its contractors, for the purpose for which you have provided them.

I authorise TIS to communicate with me via **e-mail**  **facsimile**  \_\_\_\_\_  
Your e-mail address

Information you provide will be disclosed to independent contractor(s) related to their undertaking the requested on-site interpreting assignment(s). Each TIS contractor is obliged contractually to protect personal information revealed in the course of interpreting.

Your State: **NSW/ACT**  **NT**  **QLD**  **SA**  **TAS**  **VIC**  **WA**

Your TIS Client code  Language

Your Agency \* Name  Special Language Needs

Site Contact & Phone  Non-English Speaker

Site Address  Your Agency Phone and Fax no.

Booking Contact

Client Reference/ Requirements or Nature of appointment

Option 1 date \_\_\_\_/\_\_\_\_/\_\_\_\_ start time \_\_\_\_ AM/PM finish time \_\_\_\_ AM/PM

Option 2 date \_\_\_\_/\_\_\_\_/\_\_\_\_ start time \_\_\_\_ AM/PM finish time \_\_\_\_ AM/PM


*Options will assist where interpreters are not available for your first appointment option*

➤ Is the consultation related to compensation or litigation claims? Y  N

If **YES**, a letter from the relevant insurance company quoting the claim number and accepting TIS charges must be attached to this request.

Office use only

## How to make an On-Site interpreter booking

 When completed, please fax or e-mail this form to: Fax 1300 654 151 or [tis@immi.gov.au](mailto:tis@immi.gov.au)

 TIS will allocate an interpreter and send a confirmation to you with a JOB NUMBER

**\* Please notify TIS of any change in Billing Address**

*Booking requests from clients approved by the Department of Immigration and Citizenship for free interpreting services will only be taken for appointments up to 28 days in advance of the date of request. Bookings for all other clients can be taken up to three months in advance.*

*Cancellations must be made in writing providing valid reasons for the cancellation at least 24 hours prior to the appointment or the client will be charged. The minimum cancellation fee is 90 minutes unless the booking was for a specifically longer period.*

*Please refer to the 'TIS National Services Charge' link for a schedule of GST inclusive charges. Any further enquiries about On-Site bookings can be directed to TIS National. Telephone: 1300 655 082*