

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	C	Language	
Your Agency * Name		Special Language Needs	If applicable include dialect
Site Contact & Phone	Full name with family name in BLOCK letters	Non-English Speaker	Full name with Family name in BLOCK letters
Site Address		Your Agency Phone and Fax no.	Phone Fax
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

A. Is your client a Temporary Protection Visa (TPV) holder? Y N

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

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

Office use only	Job Number	Contractor
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When completed, please fax or e-mail this form to:

Fax 1300 654 151

tis@immi.gov.au

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

Bookings will only be taken for appointments up to 3 months in advance from the date of request. 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 1.5 hours unless the booking was for a specifically longer period. A booking for multiple day interpreting with less than 24 hours cancellation notice will attract a cancellation fee equivalent to a full day's work including interpreter travel time and costs.