

Translating and Interpreting Service Request for Pre-Booked Telephone Interpreter

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 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

Booking
Contact

Full name with family name in BLOCK letters

Non-English
Speaker

Your Agency
Phone and
Fax No

Phone

Fax

Non-English
Speaker's
Phone No

 date ____ / ____ / ____ start time ____ AM/PM finish time ____ AM/PM

- 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

How to make a pre-booked telephone interpreter booking



When completed, please fax or e-mail this form to:

Fax 1300 654 151

tis@immi.gov.au



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



On the day of the job, just prior to the start time of the pre-booked job:

- Telephone TIS on **131 450**
- Inform the TIS operator that you are calling about a pre-booked call
- Quote the pre-booked job number and TIS will connect you with the interpreter.

** 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 cancellation fee is for the period of the phone booking.