

Translation and Interpreting Services (TIS)

Frequently Asked Questions

For Participants from a Culturally and Linguistically Diverse background

Participants from Culturally and Linguistically Diverse backgrounds (CALD) may require assistance to access translation and interpreting services in order to implement the supports available in their National Disability Insurance Scheme (NDIS) Plan. Where participants (or their parents / carers) have English as a second language (ESL), assistance from the National Translation and Interpreter Services (TIS National) is available as an option. The following FAQ's provide answers to some of your questions.

I have English as a Second Language (ESL) and a disability, what assistance is available to help me implement my plan?

The NDIA recognises there will be times where a provider who speaks my primary language of choice is not available.

When this is the case, the NDIA planner/LAC/Support Coordinator will be able to assist you to access:

- Mainstream interpreter services and coordinate informal language supports; and
- Access community English learning opportunities.

Where necessary, your NDIA planner, LAC or Support Coordinator will assist you to access interpreter services by contacting TIS National on Ph: 131 450.

This assistance is available for use by participants with a NDIS plan, when engaging with NDIA registered service providers.

What happens to the TIS supports that are in my NDIS plan?

If TIS supports are included in your plan because you require support for your disability needs, (i.e.: Hearing or Vision loss) you may continue to use these supports.

Why can I only access TIS when I use a NDIA registered service provider?

TIS National have agreed to provide support to participants of the scheme where English is not their preferred language.

The NDIA is working with TIS National, to ensure the NDIA is assisting participants to realise their potential for physical, social, emotional and intellectual development. The NDIA will also be reviewing the process and supports provided to incorporate feedback, ensure participant outcomes, choice and control, and the role of community.

What is the NDIA doing to improve service delivery for people who have English as a Second Language ESL?

Information about supports provided by TIS National to participants will be used to understand the level of demand for supports in languages other than English based on geographical locations, languages required and level of demand.

Any information collected will comply with privacy principles and the *National Disability Insurance Scheme Act 2013* (Cth) regarding protected information.