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Interpreting Services allow the transfer of communications from a person's preferred spoken language into English. Interpreting Services are delivered by TIS National, on behalf of the NDIS.

TIS National contract more than 3,000 certified interpreters across Australia, in more than 160 different languages.

## How to call the NDIS

You can call TIS National direct on 131 450 to ask to speak to the NDIS on 1800 800 110.

## Understanding the NDIS

NDIS participants and carers are not charged for language interpreting services.

The interpreters' role is to interpret spoken words only. This means they are unable to give you advice about the NDIS.

NDIS Planners, Early Childhood Early Intervention Services and Local Area Coordination Services can help you to get an interpreter.

## Planning

Your NDIS Planner, Early Childhood Early Intervention Services, Local Area Coordination Services or Support Coordinator will book a certified interpreter for you.

You can bring a family member or friend who speaks English to your meeting, but the NDIS will also give you an interpreter.

Where possible, on-site interpreters will be booked to join your NDIS face-to-face meetings, while over the phone interpreter services will be used for short, simple communications.

The NDIS can provide a participant plan in your or your carers preferred language.

## **Using your NDIS Plan**

Your NDIS Provider is responsible for offering you interpreter services to help you use the supports you have funded in your plan.

Your NDIS Provider or Support Coordinator will book a face-to-face or over the phone language support interpreter.

Language interpreting supports are not part of your NDIS plan.

You can ask your NDIS Provider to help book a specific interpreter every time you meet with them, for example, if you want the same interpreter or prefer a specific gender.

Registered NDIS Providers, including Support Coordinators, can register with TIS National to allow NDIS participants and their carers access to NDIS funded interpreters.

## **Aboriginal interpreting services in Northern Territory**

Participants who want to know more about booking an aboriginal interpreter for any services delivered by a registered provider should speak to their LAC, planner, support coordinator or Remote Community Connector representative.

## **More information**

NDIS 1800 800 110

### **For people who need help with English**

TIS National 131 450

### **For people with hearing or speech loss**

TTY: 1800 555 677

Speak and Listen: 1800 555 727

Internet relay: [National Relay Service website](#)

## Contact us accessibility services

### Translating and interpreting

For a free-of-charge translator or interpreter phone **131 450**

### If you have hearing or speech loss

TTY: **1800 555 677**

Speak and Listen: **1800 555 727**

### National relay service

Visit the [National Relay Service](#) website or phone **1800 555 727** then ask for **1800 800 110**

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