



Expansion of the Free Interpreting Service

The Free Interpreting Service aims to provide equitable access to key services for people with limited or no English language proficiency.

Eligibility for the Free Interpreting Service has recently expanded. Eligible groups can now access the Free Interpreting Service to communicate with anyone in Australia who has a Medicare card (previously restricted to Australian citizens and permanent residents).

Eligible groups include:

- [Private medical practitioners](#)
- [Pharmacies](#)
- [Non-government organisations](#)
- [Real estate agencies](#)
- [Local government authorities](#)
- [Trade unions](#)
- [Parliamentarians](#)



Other changes include:

- Access for allied health professionals providing casework and emergency services within eligible non-government organisations (previously not eligible).
- Pharmacies can now use the service to discuss any medications or health issue (previously only provided for dispensing PBS medications).

Using the Free Interpreting Service

The Free Interpreting Service is delivered by [TIS National](#), on behalf of the Department of Social Services (DSS).

Using the Free Interpreting Service is easy and convenient. It is quick and simple for service providers to register and they can be connected to a phone interpreter within a few minutes.

To register for a client code, eligible groups can complete the [online client registration form](#) on the TIS National website, or allow a few extra minutes the first time they use the service.

To access the Free Interpreting Service:

1. Call TIS National on 131 450
2. Provide the operator with the language of the interpreter that you need
3. Provide your client code and the name of the organisation/practitioner/parliamentarian
4. Request an interpreter of a particular gender, if required (subject to availability)

More information about the Free Interpreting Service is available on the [DSS website](#)