

**Communicate easily  
with non-English  
speakers**



**How to use interpreter  
services and access  
new markets**





*Did you know interpreting services are as close as the phone to help you communicate with our growing multicultural community?*



***The Greater Bendigo region has welcomed the settlement of increasing numbers of non-English speaking refugees in recent years. These residents are looking for a way to communicate with your business now. If you're looking to expand your customer base and support the ever-growing Bendigo refugee community, Translating and Interpreting services are readily available via telephone, video and face to face.***

### ***Why should I offer an interpreter?***

Interpreters can open up a whole new clientele for your business, and help your staff engage appropriately and effectively. Using a professional interpreter gives you the reassurance that the information you exchange will be accurate and confidential, especially when dealing with legal, financial and medical matters.

There are direct benefits to your business by using an accredited interpreter:

- You are seen as a leader in the Bendigo community by providing inclusive customer service.
- You will have access to new markets for your services and products.
- You foster refugee support and loyalty to your business.
- Staff are supported by having the ability to communicate more easily.
- It shows respect for diverse cultures, demonstrates inclusivity and connects you to refugee communities.
- You can bridge the language gap and help navigate cultural nuances with professional support.

### ***What interpreter can I use?***

Using an accredited interpreter is vital. For most businesses, it is easiest to access accredited interpreters via the Australian Government's *TIS National* and the State Government's *Language Loop* service.

Friends and family, staff or non-accredited interpreters, can be well-meaning but are not an appropriate choice, and can expose your organisation to legal risks.

Accredited interpreters are bound by a professional code of conduct meaning they:

- Interpret information accurately and honestly
- Maintain confidentiality
- Are impartial and objective
- Act in a professional manner at all times

### ***How much does it cost to use an interpreter?***

There are no administration fees for registering an account, with charges only applied for individual interpreting services on a fee-for service basis.

The cost of using an interpreter will depend on the duration of your session, as well as what type of consultation you require. Some health programs or other essential services may be eligible for free interpreting. Please enquire when you register.

The types of interpreter consultations include:

- Pre-booked or immediate over the phone
- Video interpreting
- On-site interpreter, when phone interpreting is not suitable (such as when you have a group of people needing the same language interpreter, are discussing complex ideas or for long appointments)

Example: To book an immediate phone interpreter for 15 minutes on a week day it will cost you approximately \$27.50 inc GST using TIS National.

### ***Who can initiate interpreting service calls?***

Either you or your clients. You can choose when registering with TIS National or Language Loop whether you would like to allow non-English speaking clients to request the assistance of an interpreter to speak with your agency. We encourage your business to ensure non-English speaking clients have the same level of access to services as an English speaker would have.

## Getting registered is easy

- Firstly, your organisation needs to be registered and allocated its own unique client code before staff can use the interpreting service.
- To register with TIS National, fill in the form at <https://tisonline.tisnational.gov.au/RegisterAgency>
- To register with Language Loop, call 03 9280 1975 or email [sales@languageloop.com.au](mailto:sales@languageloop.com.au)
- Once you are registered and have your client code, you are ready to access an interpreter whenever you need one, 24 /7.

## How do I access an interpreter when I've registered?



Ask the client if they have a TIS National card indicating their dialect, or show them the Language Card provided in this pack



Call your preferred service

TIS National      Language Loop  
on 131 450      03 9280 1907



Tell the operator the language and dialect you need.



Provide your client code and the name of your organisation.



Start communicating!

## FAQs

### What languages are commonly requested in Bendigo?

Dari – Farsi – Hazaraghi – Karen – Dinka

### Can I just use someone local who speaks the same language?

In short, no. It is too risky. You may be held legally liable if injury, loss or damage is suffered because you failed to use a professional interpreter where it was deemed reasonably necessary, or where confidentiality was breached.

### What is a 'NES initiated' call?

A NES initiated call is when a non-English speaker calls TIS National directly and requests the assistance of an interpreter to speak with your agency. If TIS National receives a NES initiated call and you have agreed to accept NES initiated calls, an operator will phone your agency and connect you with the NES and interpreter and provide a job number before leaving the conversation.

### What if I need a document translated?

If you require documents to be translated, contact Language Loop (as TIS National does not offer this service).

### How do I choose which interpreter service to use?

Contact TIS National and Language Loop and discuss your needs, to find out which service suits you best for ongoing services or one-off requirements.

For more information on how to access or use an interpreting service, contact:

**TIS National 1300 575 847**  
**Language Loop 03 9280 1941**

