



Delivering better aged care:

Free translating and interpreting services





Acknowledgment of Country

The Department of Health and Aged Care acknowledges the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.

Artwork by Krystal Hurst - Connectedness

Background



- The Australian Government is committed to delivering **safe, high quality, and culturally appropriate** health and aged care services to diverse communities.
- It is important that older people considering aged care or receiving aged care services can be **heard and understood in their own language**, and able to get **information in their preferred language** when making decisions about their care.
- To address this need, the Australian Government has provided \$65.2m in funding over 4 years for **free interpreting and translating services** to aged care providers and older people for whom English is not their preferred language.

Findings from the Royal Commission into Aged Care Quality and Safety relating to diversity and inclusion

**Royal Commission into Aged
Care Quality and Safety**
RECOMMENDATION 3 b. (v):

The system should support the availability and accessibility of aged care for all older people, including people of diverse backgrounds and needs and vulnerable people.

The final report of the Royal Commission into Aged Care Quality and Safety emphasised that ‘**diversity should be core business in aged care**’¹ and recommended that one of the seven essential outcomes of the new aged care system must be ‘**inclusiveness**’ – recognising a person’s diverse characteristics and delivery of culturally safe and trauma-informed care.²

It also recommended that older Aboriginal and Torres Strait Islander people are **given access to interpreters on at least the same basis** as members of CALD communities when seeking or obtaining aged care. (Rec 47 f.)

¹ Royal Commission into Aged Care Quality and Safety – Final Report – Executive Summary, page 98.

² Royal Commission into Aged Care Quality and Safety – Final Report – Executive Summary, page 37.

Use of translating and interpreting services across the aged care sector

- There has been an **underutilisation** of translating and interpreting services by older people wishing to access or receive aged care. There have also been gaps in these services.
 - There was a steep increase in the use of interpreting and translating services during the pandemic, but this reduced again by June 2021.
- The translating and interpreting initiative is designed to **directly improve the aged care experience for older people** through:
 - **Promotion and education activities** to increase the uptake of government-funded interpreting services by aged care providers
 - A **new free translation service for written material** which helps people engage with their aged care service
 - **Translation of information about aged care reforms.**

What aged care providers and employees have told us

- **Awareness** amongst aged care providers about TIS National interpreting services is **high** (91%), but **uptake** is **significantly lower**.
- There is a perception that accessing interpreters is **complex and time consuming**.
- Aged care workers are **not always sure when or if an interpreter is required**.
- **Family members** are often utilised as interpreters.
- Some providers are not aware that eligible aged care providers could **access interpreting services at no cost**, once they registered with TIS National.
- People receiving aged care services want **information on the aged care reforms** available in their language.



Addressing the gaps



The Department of Health and Aged Care is working with Icon Agency and its consortium partners Able Australia, the LOTE Agency and Winangali, to develop a strategy and promotional materials and resources to:

- ✓ provide **easy instructions on how to register and arrange interpreters**, to make it easier for aged care staff
- ✓ provide education to aged care workers to help them understand the **reasons why (and when) using independent interpreters is important**
- ✓ **increase the use of interpreting and translating services** to improve the aged care experience of older people from diverse backgrounds, including:
 - **Older people from CALD backgrounds**
 - **First Nations Elders**
 - **Deaf, blind, deafblind or hard of hearing older Australians.**



**These services are available
at no cost to:**

- government-subsidised aged care providers
- peak bodies and
- Partners in Culturally Appropriate Care (PICACs)

Available services

CALD Interpreting

TIS National

W: tisnational.gov.au

T: 1300 655 820

E: tis.promo@homeaffairs.gov.au

My Aged Care First Nations Interpreting

My Aged Care – Interpreter Connect

W: myagedcare.gov.au

T: 1800 200 422

Auslan and Sign Interpreting

Deaf Connect

W: deafconnect.org.au

E: info@deafconnect.org.au

Translating written materials – all languages

Department of Health and Aged Care

W: diversityagedcare.health.gov.au (online request form)

Interpreting services



Visit **diversityagedcare.health.gov.au**



Email **diversityagedcare@health.gov.au**

Why an interpreter should be used



Aged care providers and their staff should recognise when an interpreter is needed. This could be when a person they care for:

- requests an interpreter
- has a preferred language that is not English
- is Deaf, blind, deafblind or hard of hearing.

Interpreting services should be used:

- during important discussions relating to decisions about their care options
- when the older person relies on family or friends to communicate their aged care requirements.

When an interpreter can be used



Approved providers of government-subsidised aged care can use TIS National for all discussions with service users and prospective service users, such as to:

- discuss care needs, services and preferences
- discuss fees and charges
- develop or review care documents, such as agreements, care plans and budgets
- support consumers to exercise independence in their care and participate in social and cultural activities such as weddings, funerals, family reunions, seniors' activities, clubs or social groups.

Interpreting services for CALD clients

- TIS National's interpreting services are available 24 hours a day, 7 days a week, and can be accessed by aged care providers at no cost via telephone or through face-to-face sessions.
- For more information on eligibility and to register, visit **health.gov.au/tis-aged-care-providers**, or go to:

W: tisnational.gov.au

T: 1300 655 820

E: tispromo@homeaffairs.gov.au



Eligibility for free interpreting services

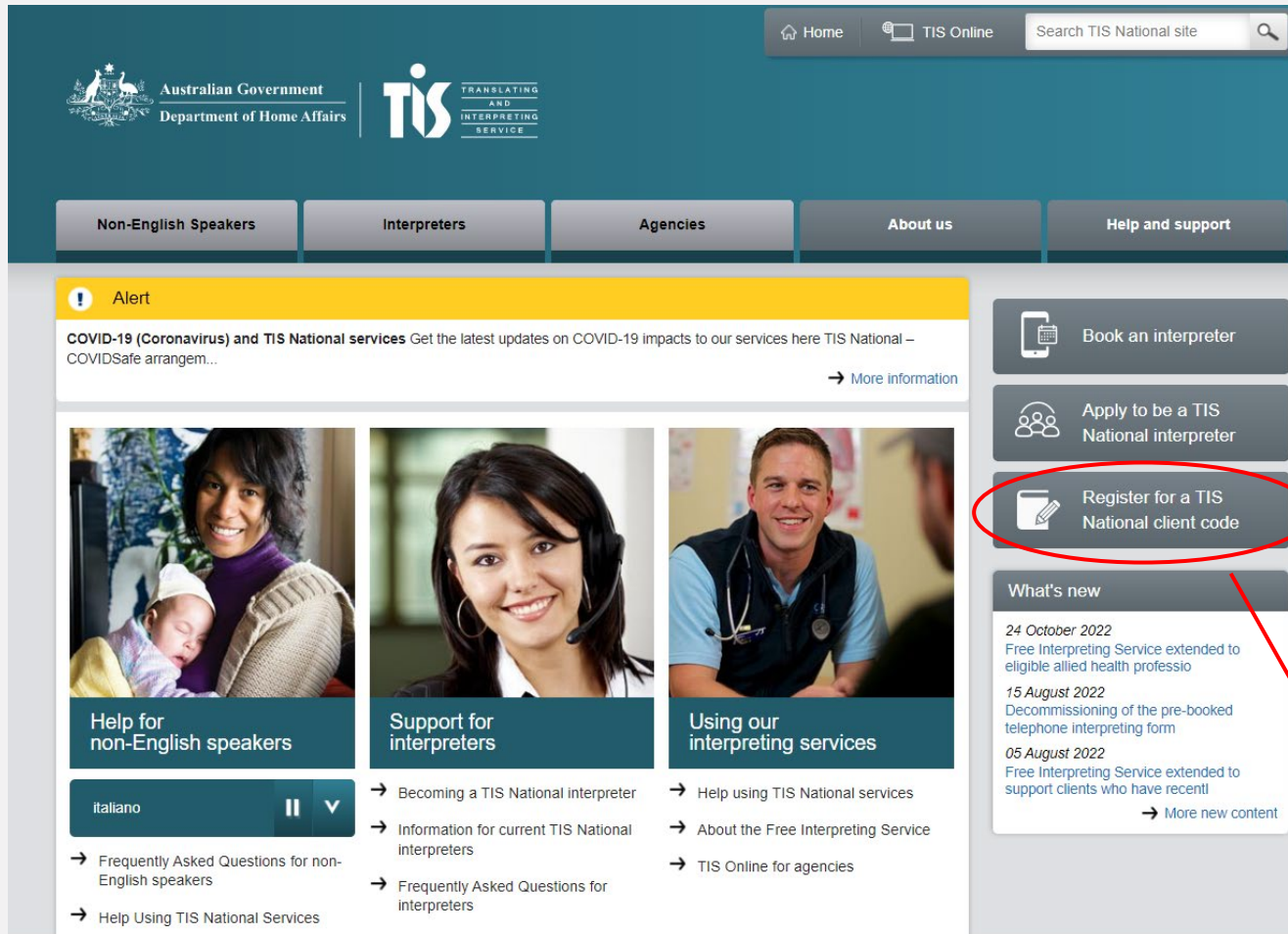
You can access TIS National for free if you're an approved provider of:

- Residential aged care
- Commonwealth Home Support Programme (CHSP)
- Home Care Packages (HCP)
- Disability Support for Older Australians (DSOA) Program – formerly known as the Commonwealth Continuity of Support (CoS) Programme
- Multi-Purpose Services Program
- Short-term Restorative Care (STRC) Programme
- Transition Care Programme
- National Aged Care Advocacy Program (NACAP)
- psychological treatment services for people with mental illness in residential aged care facilities

Aged care navigators including EnCOMPASS: Multicultural Aged Care Navigators and care finders (once they commence operating in 2023) can also access free interpreting services on behalf of older people they are supporting.



Stepping through registering with TIS National



- To access free interpreting services through TIS National, **aged care providers must register** on the TIS National webpage to **receive a client access code**
- Providers should have one code per funded program for each service (for example CHSP; HCP; residential care; STRC, etc)
- Aged care providers should nominate an account manager or business manager to be the administrator of your TIS accounts. They would ensure the program client codes are easily accessible for your staff to make it easy for them to book an interpreter.

To register – click here

NOTE: Use Microsoft EDGE browser (not Chrome)

TIS National – registration (continued)

This first series of fields identifies that you will be accessing an account held by a government agency (that is, you will not be billed – the job will be invoiced to the Department of Health and Aged Care)

- In the first drop down field – select **“Commonwealth Government Agency”**
- Second field – select **“Other Commonwealth Government Agency”**
- Third field – “Name of your organisation/service”
- Fourth field – insert aged care program (i.e. CHSP, HCP, STRC, aged care residential facility, EnCompass, etc)

Agency client details

Please select the category that your agency, service or organisation best fits into. *

Commonwealth Government Agency ▼

To give us as much information about the services you provide and how you will use TIS National services, please select a specific subcategory that best applies to you. * ⓘ

Other Commonwealth Government agency ▼

Name of organisation or agency *

Caring Aged Care

Section name

CHSP

Next →

TIS National – registration (continued)

This is a generic form for organisations that pay for interpretation services – this statement **does not apply to aged care providers eligible** to access the Department’s fully funded interpreting services.

The next fields prompt you to add your organisation’s address details

Submitting this form will register your organisation for fee-paying services. You will be invoiced for services that your agency uses.

Address

Street address*

If your address is not appearing, ensure you type the whole address, including the suburb.

Street

108 Ann St

Suburb

DANDENONG

Postcode

3175

State/Territory

VIC

Building name (optional)

School/Hospital/Building name

Is the mailing address of your organisation or agency the same as the street address?*

☒ Yes

☐ No

TIS National – registration (continued)

The next section asks for contact details.

Enter your organisation's contact phone number, a group email address (preferred over a personal address), your organisation's website, the administrator's name and their email address (or the generic email address entered above).

Agency contact details

Phone number *

This phone number will be used to contact your agency regarding your account/connect non-English speakers to your agency where your account is set up for this function.

61

02

30692541

Email address *

Group/Business emails are the best choice for this email. This will ensure if you leave the company, TIS National can still contact your organisation.

admin@caringagedcare.org.au

Agency Website ?

https://caringagedcare.org.au

Person who the invoice is to be sent *

Sally Murphy

Email address where invoice is to be sent *

For example: your accounts payable section email.

admin@caringagedcare.org.au

TIS National – registration (continued)

Administrators' contact details are added next.

Questions at the bottom of the section ask about accepting calls initiated by the non-English speaker and whether you accept on-site jobs.

These situations are covered by the Department's TIS contract, so you can select 'Yes' for both.

Account administrator contact details

Title

Ms

First name *

Sally

Surname *

Murphy

Position *

Business Manager

Section/branch/department/area name *

Operations

Work number *

610332695111

Mobile phone number

0425 123456

Email address *

admin@caringagedcare.org.au

Will you accept calls initiated by the non-English speaker?*

☒ Yes

☐ No

If you select "yes" this will authorise TIS National to connect non-English speaker (NES) initiated calls to your agency on your nominated account phone number. NES initiated calls will be charged to your agency, including unsuccessful connections. For more information about NES initiated calls contact tispromo@homeaffairs.gov.au or 1300 655 820.

Will you accept on-site jobs on this client code? *

☒ Yes

☐ No


TIS National – registration (continued)

To the question relating to additional information that TIS National operators need to collect – select ‘No’

ATIS – auto voice-prompted telephone interpreting – is an automated service that supports access to interpreters of the most frequently utilised languages. It is particularly useful during periods of high demand for interpreters.

The department recommends that all providers select ‘Yes’ to allowing your client code to utilise ATIS.

Complete the final two fields by naming your account (usually your organisation name and a location/suburb and program name) and **nominating a 4-digit pin number** (which staff will enter to utilise these services).


Is there any additional required information that TIS National operators should collect from those using your TIS National client code? 

☐ Yes

☒ No


ATIS account

ATIS is an automated voice-prompted immediate telephone interpreting service. ATIS is a service for agency clients to access an interpreter in high demand languages without assistance from a TIS National operator. You can access ATIS through a single free call 1800 number reducing flag-fall costs for high volume users. ATIS users also receive a discount of up to 10 per cent off TIS National's immediate telephone interpreter charges, so using the service is an excellent opportunity for clients to reduce interpreting costs.


Would you like to create an ATIS account for this client code? 

☒ Yes

☐ No

What would you like to name this ATIS account? * 

Caring Aged Care - CHSP - ATIS

Access Number * 

4321

+ Add another ATIS account

TIS National – registration (continued)

Finally, select ‘Yes’ to receiving updates on TIS National through the format/s which suit your organisation best.

There is a drop-down box for identifying how you heard about TIS National – select the most appropriate option.

Importantly, the Acknowledgment of terms requires the applicant to tick the 3 green boxes, and then Submit.

For assistance to register:

General enquiries – call the TIS National client liaison team on 1300 655 820 for assistance (9am - 5pm, Monday to Friday AEST)

Complex enquiries – email tispromo@homeaffairs.gov.au

Subscribe for eComms

TIS National would like to keep you updated with our news letters and service updates. You can unsubscribe from these communications at anytime by completing the [contact us form](#)

I would like to Subscribe to TIS Newsletter* ☒ Yes ☐ No

I would like to receive email updates from TIS National* ☒ Yes ☐ No

I would like to receive SMS updates from TIS National* ☒ Yes ☐ No

I would like to participate in surveys from TIS National* ☒ Yes ☐ No

How did you hear about TIS National?
Please select *

Word of Mouth

Acknowledgement of terms

By submitting this request, I/my organisation:

- ☒ has read and accept(s) the Department's [privacy](#) and [security](#) statements *
- ☒ has read and accept(s) the Department's [terms and conditions of use](#) *
- ☒ agree(s) to provide a safe and healthy working environment for interpreters, in accordance with [Workplace Health and Safety obligations](#). *

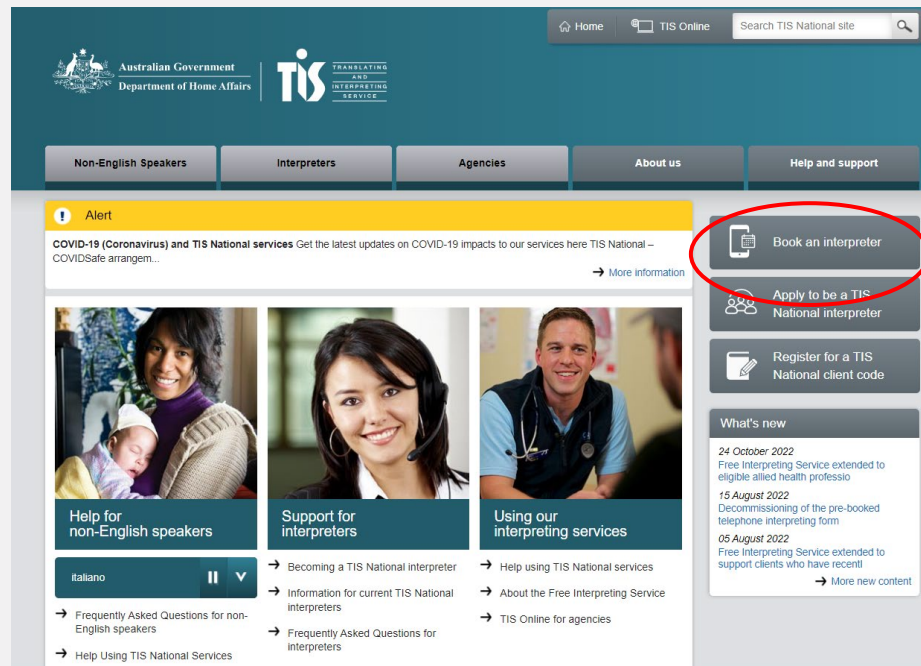
Please note, you must open each of the links above to confirm you have read the relevant documents.

Submit →

TIS National – registration (continued)

TIS National will respond by email to the applicant's nominated administrator, providing an allocated Client ID and a link to set a password.

These are the details that you need to share with your employees to enable them to book interpreters with TIS National.



Login

Welcome to TIS Online. Please enter your login details below to access the system.

Email address

Client ID/Interpreter ID

Password

[Forgot Password](#)

☐ Remember me

Login →

To book an interpreter with TIS National, go to **tisnational.gov.au** and click on **‘Book an interpreter’**

Interpreting services available for approved providers

The Australian Government's fully funded TIS National provides:

- immediate phone interpreting – 24 hours a day, 7 days a week
- pre-booked phone interpreting
- on-site interpreting
- Automated Telephone Interpreting Service (ATIS)
- Video remote interpreting.
- Approved providers can use TIS National to support discussions with people who use aged care services or potential users of aged care services about their care or available services.

You should use phone interpreting services unless there's a genuine need for an on-site interpreter.



My Aged Care – Making it easier for First Nations Elders

- My Aged Care is the main entry point to the aged care system in Australia.
- My Aged Care makes it easier for older people, their families and carers to access information on ageing and aged care, to have their needs assessed and to be supported to find the most appropriate services.
- It is important for First Nations Elders accessing or thinking of accessing Australian Government-funded aged care services to be able to communicate in a First Nations language.



Who can use Interpreter Connect

- Interpreter Connect offers interpreting services for First Nations Elders in 16 First Nations languages.
- This service is available to First Nations Elders who require information regarding Australian Government-funded aged care services in a First Nations language.
- Through the interpreter, My Aged Care can assist with:
 - ✓ **Providing information** on ageing and aged care services, including the registration and assessment processes
 - ✓ Arranging for the person's **needs to be assessed**
 - ✓ Providing support to **find the most appropriate services**

Use of this service is free.



Interpreters are available in 16 First Nations languages:

- | | |
|----------------------------------|-----------------------------------|
| • Alyawarre | • Kriol (Top End) |
| • Anmatyerr | • Meriam Mir |
| • Arrernte (Eastern and Central) | • Ngaatjatjarra |
| • Arrernte (Western) | • Pintupi-Luritja |
| • Burarra | • Pitjantjatjara |
| • Djambarrpuyngu | • Torres Strait Creole/Yumpla Tok |
| • Kala Kawaw Ya | • Warlpiri |
| • Kala Lagaw Ya | • Yankunytjatjara |

Its easy to use – just ask!

- To **access Interpreter Connect**, the First Nations Elder (or the person supporting them) should **call My Aged Care on 1800 200 422** and ask for an interpreter
- Through the interpreter, My Aged Care will answer the person's aged care questions and then, if asked to, will assist them with accessing services.
- If an interpreter is not available at the time of the call, an appropriate time that suits the First Nations Elder will be arranged.



Interpreting for clients who are Deaf, deafblind, blind or hard of hearing

- People using aged care services and those considering aged care options have support with access to sign language interpreters to make communication comfortable and in real-time.
- **Deaf Connect** provides free face-to-face and video remote sign language interpreting services for Deaf, deafblind or hard of hearing older Australians.
- Deaf Connect provides accredited, experienced sign language interpreters and captioning specialists to support communication. Their team will work with you to find the best interpreters to make communication smooth and a positive experience for providers and the client.
- You can access interpreters **face-to-face** or by **video remote interpreting** using sign language or other signed languages.

How Deaf Connect can help you and those you care for



This free program is for over 65's who are Deaf, deafblind or hard of hearing that want to actively engage in daily activities that require captioning or sign language interpreters.



To access this service, an **aged care provider creates an account with Deaf Connect**. Once this is done, their employees can access free sign language interpreting services – with a choice of face-to-face or video remote sign language.



Deaf Connect offers a booking system that can be accessed via the website. You and those you support can register, then send and receive messages as well as set preferences for the interpreting service that suits you best.

How to access Deaf Connect

To make a booking with a sign language interpreter, or for any other enquiries, call **Deaf Connect on 1300 773 803** or go to **bookings.deafconnect.org.au**

Further information is available at **health.gov.au/deaf-connect-aged-care**



✉ EMAIL

Enter your email

🔒 PASSWORD

Enter your password

[Forgot your password?](#)

Log In

or

Don't have an account?

CREATE AN ACCOUNT

Translating services



Visit **diversityagedcare.health.gov.au**



Email **diversityagedcare@health.gov.au**

Different languages, same aged care

- As an aged care provider, it is important that people in your care have information about the care they need, delivered in a way they can understand. **Translated materials in their language** will help them make informed choices that suit their needs.
- This service will help you **communicate key written and audio/video materials to those in your care** for whom English is not their preferred language.
- Free translating services support aged care providers to communicate with older people who are Deaf, blind, deafblind or hard of hearing. This is through **translations into braille, languages other than English, First Nations languages, Deaf Connect (Auslan), and other accessible formats, such as video, animations and Auslan videos.**



Eligibility checklist

To be eligible to request free translated materials, you must be an Australian Government-subsidised aged care provider or peak body

- ✓ Your organisation receives funding to deliver one or more of the following aged care programs:
 - respite care
 - residential care
 - home care packages
 - Commonwealth Home Support Programme (CHSP)
 - short term restorative care (STRC)
 - Aged Care System Navigators (or care finders from 1 Jan 2023)
 - EnCOMPASS Multicultural Aged Care Connectors
 - transition care
 - National Aboriginal and Torres Strait Islander Flexible Aged Care Program
 - multipurpose services (MPS).
- ✓ A peak body such as the Aged & Community Care Providers Association (ACCPA), Dementia Australia or LGBTIQ+ Health Australia (LHA)
- ✓ A member of the Partners in Culturally Appropriate Care (PICAC) program



Materials eligible for translating



You must own the copyright to the materials



Materials are any printed or digital (including photography and/or video) assets aged care providers may use for administrative purposes. A copyright is a type of intellectual property that gives its owner the exclusive right to copy and distribute materials.



New materials mean they don't currently exist and you're looking to the Icon Consortium to create them. This is only available where direct translation and/or interpretation of an existing resource is not appropriate for communicating with the target audience



Existing materials mean they do exist and you're looking to the Icon Consortium to translate and/or interpret them



Materials produced by other agencies or businesses are protected by their copyright, therefore cannot be translated and/or interpreted under these services unless requested directly by the owner (who must be eligible).

For example, translating a take away restaurant menu is not in scope.

Written materials you can request translations of



In scope



- welcome material such as how your service operates
- form templates such as registration, service agreement and feedback forms
- in-facility wayfinding signage to assist people in getting to rooms and activities
- non-personal documents or template correspondence from friends, family or medical practitioners
- audio and video messages that assist people to better understand or participate in your service.



Out of scope



- personal or individual content of care plans or documents
- marketing materials (including website copy) prepared for the primary purpose of attracting new people to a specific aged care provider
- any aged care information from the Department of Health and Aged Care that is of a general nature and available in translated formats on the department's website
- frequently changing material (such as newsletters)

How it works



Step 1

Visit

diversityagedcare.health.gov.au



Step 2

Fill in the
online
translation
request form



Step 3

Our friendly team
will respond within
48 hours, Monday
to Friday.



Step 4

Translation
specialists will
work with you to
understand your
requirements



Step 5

We'll translate
your eligible
materials and
return them in the
required formats

What users have told us

"It's a great service. For most of our clients, navigating any forms or even the aged care system comes with difficulty because English is not their first language. I envisage it [the translated materials] will be really positive for our clients."

Barbara Leon, Operations Manager, United

"There was a real need in the community for these sorts of resources...The fact that we're a not-for-profit organisation and this service is free is just a really great bonus."

Kath Paine, Principal Advisor for Wellness and Reablement, Bolton Clarke



Key resources

CALD Interpreting

TIS National

W: tisnational.gov.au

T: 1300 655 820

E: tis.promo@homeaffairs.gov.au

My Aged Care First Nations Interpreting

My Aged Care – Interpreter Connect

W: myagedcare.gov.au

T: 1800 200 422

Auslan and Sign Interpreting

Deaf Connect

W: deafconnect.org.au

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