



Australian Government
Department of Home Affairs



COVID-19 vaccinations: Extension of the Free Interpreting Service to assist private medical practices on weekends and non-Medicare patients



To support the Australian Government's objective to encourage non-English speaking cohorts in the Australian community to be vaccinated against COVID-19, TIS National has temporarily extended the Free Interpreting Service to now cover non-Medicare patients receiving their COVID-19 vaccine. Further, medical practices can now book onsite interpreters on weekends for COVID-19 vaccination purposes. Telephone interpreting services continue to be available 24 hours a day, 7 days week.

Doctors and support staff in private medical practices are able to utilise interpreters from TIS National to assist in their consultations with patients and to ensure informed consent is given for COVID-19 vaccines.

Medical practices can use their existing TIS client code to request interpreters for both their Medicare and non-Medicare patients. For those medical practices who are not already registered with TIS National, registration can be done online at <https://tisonline.tisnational.gov.au/registeragency>

If your medical practice would like to book interpreters on weekends for COVID-19 vaccination purposes, please contact the TIS Free Interpreting Service team at tis.freeinterpreting@homeaffairs.gov.au