



Australian Government
Department of Home Affairs



Translating and Interpreting Service (TIS National)

Schedule of service charges for
Commercial clients (GST inclusive)

Effective from 4 July 2022

Immediate telephone interpreting

Service	Qualifier ¹	Details	Charge
Operator-assisted telephone interpreting service	Standard hours	Per 15 minutes or part thereof	\$29.04
	After hours	Per 15 minutes or part thereof	\$37.51
ATIS - Automated Telephone Interpreting Service	Standard hours	Per 15 minutes or part thereof	\$26.40
	After hours	Per 15 minutes or part thereof	\$34.87

Pre-booked telephone interpreting

Service	Qualifier ¹	Details	Charge
Pre-booked telephone interpreting	Standard hours	First 30 minutes or part thereof	\$78.10
		Each additional 15 minutes or part thereof	\$21.45
	After hours	First 30 minutes or part thereof	\$91.19
		Each additional 15 minutes or part thereof	\$32.23
	Pre-reading at a TIS National office	Treated as an on-site job	On-site rates
	Pre-reading at interpreter's home	Add to actual interpreting time	Pre-booked rates
	Cancellation (must be received in writing)	At least 24 hours prior to booking	No charge
Less than 24 hours prior to booking (charged for the booked time)		Pre-booked rates	
International Conferlink conference call	-	-	Pre-booked rates

On-site interpreting

Service	Qualifier ¹	Details	Charge
Standard on-site interpreting	Standard hours	First 90 minutes or part thereof	\$167.20
		Each additional 30 minutes or part thereof	\$34.65
	After hours	First 90 minutes or part thereof	\$241.67
		Each additional 30 minutes or part thereof	\$54.45
	Cancellation (must be received in writing)	At least 24 hours prior to booking	No charge
		less than 24 hours prior to booking (charged for the booked time)	On-site rates
Full day on-site interpreting	Minimum charge (based on when the job starts)	Per day (weekdays)	\$712.25
		Per day (Sat, Sun or public holidays)	\$1,002.10
	Standard hours	Per 30 minutes or part thereof	\$34.65
	After hours	Per 30 minutes or part thereof	\$54.45
	Cancellation (must be received in writing)	At least 48 hours prior to appointment	No charge
		Less than 48 hours prior to appointment	Minimum charge one day (see above)
Extended travel: on-site assignment travel costs ²	Interpreter's own vehicle	Per kilometre	\$0.94
	Travel fares	Reimbursement of fare	Actual cost
	Overnight travel allowance (includes meals and incidentals)	Per overnight stay	\$150.81
	Travel time (standard hours)	Per 30 minutes or part thereof	\$34.65
	Travel time (after hours)	Per 30 minutes or part thereof	\$54.45
Other expenses	Postage/telephone etc.	Reimbursement of expense	Actual cost

¹ Standard hours are 8 am to 6 pm Monday-Friday. After hours are (6 pm to 8 am Monday-Friday and all day Saturday, Sunday & public holidays). These times relate to Australia.

² On-site jobs involving travelling 100km or more from home of interpreter will incur travel costs.

Video remote interpreting

Service	Qualifier ¹	Details	Charge
Video remote interpreting	Standard hours	First 30 minutes or part thereof	\$88.88
	Standard hours	Each additional 15 minutes or part thereof	\$22.88
Video remote interpreting	After hours	First 30 minutes or part thereof	\$108.46
	After hours	Per 15 minutes or part thereof	\$35.75

DISCLAIMER

Services charges contained in this Schedule are indicative and are subject to change at any time without notice. Please refer to www.tisnational.gov.au for further terms and conditions regarding our services.