

Translating and Interpreting Service (TIS National) | adapted by the Office of the Independent Review Officer (IRO)
Schedule of service charges for Commercial clients (GST EXCLUSIVE) | Effective from 1 July 2023

Immediate phone interpreting

Service	Qualifier ¹	Details	Charge (inc GST)	Charge (ex GST)
Phone interpreting	Standard hours	Per 15 minutes or part thereof	\$30.47	\$27.70
	After hours	Per 15 minutes or part thereof	\$39.38	\$35.80
ATIS phone interpreting	Standard hours	Per 15 minutes or part thereof	\$27.72	\$25.20
	After hours	Per 15 minutes or part thereof	\$36.63	\$33.30

Pre-booked phone interpreting

Service	Qualifier ¹	Details	Charge (inc GST)	Charge (ex GST)
Phone interpreting	Standard hours	First 30 minutes or part thereof	\$82.06	\$74.60
		Each additional 15 minutes or part thereof	\$22.55	\$20.50
	After hours	First 30 minutes or part thereof	\$95.70	\$87.00
		Each additional 15 minutes or part thereof	\$33.38	\$30.35
	Ancillary tasks (including pre-reading) at a TIS office	Treated as an on-site job	see On-site rates below	see On-site rates below
	Ancillary tasks (including pre-reading) at interpreter's home	Add to actual interpreting time	Pre-booked rates	Pre-booked rates
	Cancellation (must be received in writing)	At least 24 hours prior to booking	No charge	No charge
Less than 24 hours prior to booking (charged for the booked time)		Pre-booked rates	Pre-booked rates	
International conferlink call	-	-	Pre-booked rates	Pre-booked rates

Video remote interpreting

Service	Qualifier ¹	Details	Charge (inc GST)	Charge (ex GST)
Video remote interpreting	Standard hours	First 30 minutes or part thereof	\$93.28	\$84.80
		Each additional 15 minutes or part thereof	\$23.98	\$21.80
	After hours	First 30 minutes or part thereof	\$113.85	\$103.50
		Each additional 15 minutes or part thereof	\$37.51	\$34.10
	Ancillary tasks (including pre-reading) at a TIS office	Treated as an on-site job	see On-site rates below	see On-site rates below
	Ancillary tasks (including pre-reading) at interpreter's home	Add to actual interpreting time	Video remote rates	Video remote rates
	Cancellation (must be received in writing)	At least 24 hours prior to booking	No charge	No charge
Less than 24 hours prior to booking (charged for the booked time)		Video remote rates	Video remote rates	

On-site interpreting

Service	Qualifier ¹	Details	Charge (inc GST)	Charge (exc GST)
Standard on-site interpreting	Standard hours	First 90 minutes or part thereof	\$175.56	\$159.60
		Each additional 30 minutes or part thereof	\$36.41	\$33.10
	After hours	First 90 minutes or part thereof	\$253.77	\$230.70
		Each additional 30 minutes or part thereof	\$57.20	\$52.00
	Ancillary tasks (including pre-reading) at a TIS office or the interpreter's home	Treated as an on-site job	On-site rates	On-Site Rates
	Cancellation (must be received in writing)	At least 24 hours prior to booking	(No charge)	(No charge)
Less than 24 hours prior to booking (charged for the booked time)		On-site rates	On-site rates	
Full day on-site interpreting	Minimum charge (based on when the job starts)	Per day (weekdays)	\$747.89	\$679.90
		Per day (Sat, Sun or public holidays)	\$1052.26	\$956.60
	Standard hours	Per 30 minutes or part thereof, for both interpreting and travel time	\$36.41	\$33.10
		After hours	Per 30 minutes or part thereof, for both interpreting and travel time	\$57.20
	Cancellation (must be received in writing)	Sufficient notice as per TIS National Cancellation Policy (see link below)	(No charge)	(No charge)
		Less than sufficient notice as per TIS National Cancellation Policy (see link below)	Minimum charge one day (see above)	Minimum charge one day (see above)
Extended Travel Assignment travel costs ²	Interpreter's own vehicle	Per kilometre	\$1.03	\$0.94
	Travel fares	Reimbursement of fare	Actual cost	Actual cost
	Overnight travel allowance (includes meals and incidentals)	Per overnight stay	\$158.40	\$144.00
Other expenses	Postage/telephone etc.	Reimbursement of expense	Actual cost	Actual cost

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

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