



Australian Government
**Department of Immigration
and Border Protection**



Translating and Interpreting Service (TIS National)

Schedule of service charges for Commercial clients
(GST inclusive)
Effective from 1 July 2017

Immediate phone interpreting

Service	Qualifier ¹	Details	Charge
Phone interpreting	Standard hours	Per 15 mins	\$26.52
	After hours	Per 15 mins	\$34.22
ATIS Voice phone interpreting	Standard hours	Per 15 mins	\$24.06
	After hours	Per 15 mins	\$31.72

Pre-booked phone interpreting

Service	Qualifier ¹	Details	Charge
Phone interpreting	Standard hours	First 30 mins or part thereof	\$71.02
		Each additional 15 mins	\$19.50
	After hours	First 30 mins or part thereof	\$82.89
		Each additional 15 mins	\$29.25
	Pre-reading at a TIS 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 hrs prior to booking	No charge
		Less than 24 hrs prior to booking (charged for the booked time)	Pre-booked rates
International conferlink call	-	-	Pre-booked rates

On-site interpreting

Service	Qualifier ¹	Details	Charge
Standard on-site interpreting	Standard hours	first 90 mins or part thereof	\$152.04
		each additional 30 mins	\$31.50
	After hours	first 90 mins or part thereof	\$219.60
		each additional 30 mins	\$49.46
	Cancellation (Must be received in writing)	at least 24 hrs prior to appointment	(No charge)
		less than 24 hrs prior to appointment (charged for the booked time)	On-site rates
Full day on-site interpreting	Standard hours	per 30 mins	\$31.50
	After hours	per 30 mins	\$49.46
	Minimum charge (Based on when the job starts)	per day (Weekdays)	\$646.86
		per day (Sat, Sun or Public Holidays)	\$910.04
	Cancellation (Must be received in writing)	at least 24 hrs prior to appointment	(No charge)
		less than 24 hrs prior to appointment	Minimum charge one day (see above)
Non-metropolitan travel costs ²	Interpreter's own vehicle	per kilometre	\$0.90
	Travel fares	Reimbursement of fare	Actual cost
	Overnight travel allowance (includes meals and incidentals)	per overnight stay	\$137.05
	Travel time (Standard hours)	per 30 mins	\$31.50
	Travel time (After hours)	per 30 mins	\$49.46
	Other expenses	Postage/telephone etc.	Reimbursement of expense

¹ Standard hours are (8am to 6pm Mon-Fri). After hours are (6pm to 8am Mon-Fri and all day Sat, Sun & Public Holidays). These times relate to Australia.

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