



Free Interpreting Services

CHANGES TO SERVICES DUE TO COVID-19

The use of quality interpreting services is critical to people with no or low English language proficiency during the COVID-19 situation.

People should use interpreting services where they are available.

Learn about [COVID-19 and its symptoms](#)

What is Free Interpreting Services?

The Free Interpreting Service is available to you, if you:

- are in Australia
- have a Medicare card; and
- have low English language skills

How do I get access to the Free Interpreting Service?

The following service providers can access the Free Interpreting Service on your behalf:

- private medical practitioners
- pharmacists
- non-government organisations
- real estate agencies
- local government authorities, such as local councils
- trade unions; and
- parliamentarians.

For more information on these services, see [here](#).

The above service providers can connect with a phone interpreter within a few minutes, to ensure you receive information and advice in your own language.

Interpreters

National Accreditation Authority for Translators and Interpreters (NAATI) credentialed interpreters are used. The interpreters are bound by a professional code of ethics which requires them to:

- interpret information accurately and honestly
- maintain confidentiality
- be impartial and objective; and
- act in a professional manner at all times.

The Free Interpreting Service policy is to use the highest credentialed interpreter available. Asking for specific interpreters is not encouraged for this reason.

What services does FIS provide?

- Immediate phone interpreting. This service is most useful for unplanned interpreting and provides:
 - access to over 3,000 interpreters in over 160 languages
 - interpreting services 24 hours a day, 7 days a week
 - connection to an interpreter within a few minutes of calling.
- Pre-booked phone interpreting.
 - It is useful for planned interpreting, or if you need to request a less-common language.