

# Toowoomba Local Interpreters

## What to do when you need to book an interpreter

For more likelihood to book successfully a local interpreter, please check interpreter's availability before booking. When sending emails to any interpreting organisation, please Cc our CarersQLD email [toowoombaLAC@carersqld.com.au](mailto:toowoombaLAC@carersqld.com.au)

Organisations	Languages and Dialects	Availability
All Graduates/TIS	Dinka/ Sudanese Arabic(W*)	<b>Not Available:</b> Monday & Tuesday 12:30 to 2:30 Wednesday and Friday 11:30 to 2:30pm
All Graduates	Arabic/ Middle East(W*)	<b>Not Available:</b> Monday to Thursday 10:00am-4:30pm
All Graduates/ ONCALL/ TIS/ SWITC	Dari/ Farsi (Registered as Farsi interpreter) (W*)	<b>Not Available:</b> Monday and Wednesday 1:00 to 4:30pm Tuesday 1:30 to 4:30pm
All Graduates	Arabic/ Kurdish	<b>Not Available:</b> Monday and Wednesday 1:30pm to 4:30pm Friday 12:00pm to 3:00pm
TIS/ ONCALL/SWITC	Arabic	Available mainly weeknights/weekends
All Graduates/ TIS	Swahili	Available mainly weeknights/weekends
TIS/ ONCALL	Acholi	Available mainly weeknights/weekends
All Graduates/DHS TIS	All Kurdish Kurmanji Dialects and Subdialects; all Arabic dialects except Moroccan. (M*)	<b>Not Available:</b> Wednesdays, Thursdays and Fridays from 8:30am to 4:30pm <b>Might be unavailable on Friday</b>
TIS/ ONCALL DHS	Kurdish Kurmanji Dialects and Kurdish Sorani(W*)	Call organisation for more details Available most of the time <b>Please note:</b> This interpreter <b>is not</b> available through AllGraduates. <b>Might be unavailable on Friday</b>
All Graduates	Kurdish Sorani; Kurdish Kurmanji (W*)	Available Fridays and Thursdays from 8:30am to 4:30pm & all week school holidays <b>Might be unavailable on Friday</b>
All Graduates	Kurdish Kurmanji(M*)	<b>Not Available:</b> works casually
All Graduates	Arabic/ Middle East(W*)	<b>Available most of the time</b> Note:2 interpreters named Zainab available
Interpreting services- Catholic Care Toowoomba	Arabic, Kurdish Kurmanji, Dari/ Farsi, Swahili	Please contact <b>Rachel from Interpreting services</b> At the moment; available Monday afternoon (from 2pm), Thursday (all day) and Friday (from 1:30pm).
All Graduates/ SWITC/ ABN-Call:0434843281	Arabic/ Middle East(W*)	<b>Available Monday, Wednesday, Thursday</b> Note:2 interpreters named Zainab available

\* **W: Women – M: Man**

**Interpreting Service - Catholic Care Toowoomba** (Support the Cultural and linguistically diverse individuals within the Toowoomba community). Offers assistance to local organisations in gaining access to a pool of fully certified skilled local interpreters in several in-demand languages; supporting local interpreters. Interpreting service is a 'Pay Per Use' model and can be provided at competitively low rates. Existing opportunity for skilled individuals to be trained as interpreters. If you would like to know more or book an interpreter; Email [enquiries@catholoccare.services](mailto:enquiries@catholoccare.services) or call 1300 477 433; Website: [www.catholoccare.services](http://www.catholoccare.services)

**SWITC** (Support with Interpreting, Translating and Communication) is an interpreting and translating agency open to Non-Government Organisation (NGOs) based in QLD that are funded by Disability and community Care services. SWITC enables NGOs to provide people who use a LOTE (Language other than English) free access to interpreters and translators for people under 65 years old.

**Please note:** you can request an interpreter if you know one in a specific language: SWITC will be able to make a request.  
Email: [switc@deafsg.org.au](mailto:switc@deafsg.org.au)

**If you would like to book an interpreter through SWITC; Please email:**

Your contact details (email, phone number)

Client's name; Required language; Date; Time (duration); Location

**Otherwise you can log in their booking system to raise a request.**

Please visit our website to access to the booking system; <http://www.switc.org.au/>

Organization name: LAC - Carers QLD – Toowoomba

User ID:

Password:

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**AllGraduates** has interpreters NATTI accredited, and some interpreters ( translation also available) who are not accredited as yet. All Graduates Interpreters who are not NATTI accredited have been approved by the DHS (Dept of Human services). At the moment, nearly all Toowoomba local interpreters for CALD migrants are registered with AllGraduates.

**To book an interpreter with AllGraduates:** email: [bookingteam@allgraduates.com.au](mailto:bookingteam@allgraduates.com.au)

You can contact AllGraduates Phone: (03) 9605 3000.

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**ONCALL** interpreters and translators has access to the list of NATTI accredited interpreters and also consider recommendations in relations of their client's need.

All booking requests should be sent to their Bookings Team – [bookings.qld@oncallinterpreters.com](mailto:bookings.qld@oncallinterpreters.com) - Phone: 3018 0333 or 07 3018 033 (Brisbane). Client Services provide quotations and on-board new client requests.

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**TIS** offers Free Interpreting Service for eligible organisations. The Free Interpreting/ translating Service is delivered by TIS National, on behalf of the Department of Social Services. Access to TIS National is available for NDIS Participants to use with the NDIA Registered Providers.

**How to book an interpreter through TIS?**

Please log into the TIS website

**Login to TIS Online:** <https://tisonline.tisnational.gov.au>

**You will read:** *Welcome to TIS Online. Please enter your login details below to access the system.*

**Please fill the boxes:**

-Email Address: **Your email**

-Client ID/Interpreter: **Your ID**

-Password: **Your Password**

**Create a new application to book an interpreter:**

-Go to "My job Summary"

-Click on the top right green tab "Create on-site job"

-Fill up the section: "Job details" with language, Interpreting level, gender of interpreter; Date, time & duration of the presentation; name of the non-English speaker if known.

-Fill the site details with street address and building name; Fill the "site contact" and "additional requirement".

-Tick the privacy statement and terms and conditions; Click Submit. **Any Issue:** email: [tispromo@border.gov.au](mailto:tispromo@border.gov.au)

**You will read:** *Your new request for an interpreter was submitted.*

*If you get a negative answer, (no interpreter are available) you may have other avenues:*

-Check other interpreting services who may have some other interpreters available.

-Check with your client if they can speak other languages (if you are able to have a small conversation with them).

**When No local interpreters are available:** Call TIS - Phone interpreter: **131450** (no need booking).

**You can call TIS National direct on 131 450 to ask to speak to the NDIS on 1800 800 110.**

Our Carers QLD/ NDIS TIS Client Number: **Your Number**

**IMPORTANT:** When client is worried about local Interpreters that might know their community, it is possible to find out if you can get an interpreter speaking the same language, but coming from a different community (such as an interpreter speaking Arabic from Africa interpreting for an Arabic speaker coming from a middle Eastern country).

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[www.absolutetranslations.com.au](http://www.absolutetranslations.com.au)

\*\*\*\*\***Services eligible for free interpreting information**\*\*\*\*\*

<http://ddwmpnh-website.s3.amazonaws.com/attachments/Expression-of-Interest.pdf>

<https://www.tisnational.gov.au/en/Agencies/Charges-and-free-services/About-the-Free-Interpreting-Service>

-There are specific services that are eligible - clearly listed in the links

-Services must register in advance - before they need an interpreter. Registration processes are different for the 2 different programs