



Australian Government

Department of Social Services



myagedcare

COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP): INTERPRETING SUPPORT FOR SERVICE PROVIDERS

From 1 July 2015 all providers that deliver Commonwealth Home Support Programme (CHSP) services are eligible to access Commonwealth Government-funded interpreting services from the **Translating and Interpreting Service (TIS National)**.

The CHSP model of service delivery focuses on a client's goals and encourages clients to be actively involved in decisions about the care and services they receive. TIS National will help enable clients from non-English speaking backgrounds to participate fully in this process.

CHSP providers should prioritise accessing TIS National services for discussions about a client's preferences, for how their services are delivered when establishing and reviewing service delivery arrangements.

As this kind of service has not previously been funded for the programmes transitioning to the CHSP, the Department will monitor the use of TIS National services to understand how available funds can be best used to support non-English speaking CHSP clients.

TIS National

TIS National provides the following services:

- Immediate phone interpreting – 24 hours a day, seven days a week
- ATIS Voice automated immediate phone interpreting
- Pre-booked phone interpreting
- On-site interpreting.

The Department encourages CHSP providers to use telephone interpreting services wherever possible, unless there is a genuine need for an on-site interpreter.

More information about TIS National and the services they provide is available [on their website](#).

Access to TIS National services is available to eligible CHSP providers and is not directly linked to individual clients.

The CHSP provider remains responsible for service quality and meeting all regulatory responsibilities, regardless of how services are delivered (see the Commonwealth Home Support Programme Guidelines).

How to register for TIS National services

To register your organisation to access TIS National services, CHSP providers will first need to set up a TIS National client code by completing the [on-line registration form](#) available on TIS Online.

CHSP providers who plan to use TIS National services are advised to register for a client code in advance of needing to book a service.

When registering, ensure the first four fields are completed as follows:

- **Category:** Commonwealth Government Agency
- **Sub-Category:** Other Commonwealth Government agency
- **Name of Agency :** XXXX (insert individual organisation name in this field)
- **Section Name :** DSS Funded CHSP

Agency client details

Please select the category that your agency, service or organisation best fits into. *

Commonwealth Government Agency

To give us as much information about the services you provide and how you will use TIS National services, please select a specific subcategory that best applies to you. *

Other Commonwealth Government agency

Name of organisation or agency *

XXXX (insert individual organisation name in this field)

Section name *

DSS Funded CHSP

Next >

The remaining fields will request your address, contact and service preference details.

Once a completed registration form is submitted through TIS Online, an automated response will be sent advising of the client code. **CHSP providers should not use this code until they receive a welcome email from TIS National confirming their client code or they may be charged directly for services.**

The welcome email will be provided within two working days. It will include your confirmed client code and information on how to use TIS National services.

If a TIS National service is urgently required and you are yet to register for a TIS National client code or waiting for a confirmed client code, call TIS National's Client Liaison team on 1300 655 820 (within Australia) during business hours for assistance.

Please note: TIS National client codes are not transferrable between organisations.

How to access TIS National services

CHSP providers can access immediate phone interpreting services by calling 131 450 (within Australia).

Phone interpreting services can also be pre-booked via the online [interpreter booking form](#). A pre-booked interpreter is recommended when a scheduled appointment may be complex, requires specialist knowledge, or the availability of interpreters in that particular language is limited.

On-site interpreter services can be booked through TIS Online, an automated booking tool which can request, monitor and manage all on-site interpreter bookings. Find out more about [TIS Online](#) or visit the [TIS Online login](#) page to get started.

Where can service providers find more information?

The Department's website at www.dss.gov.au/chsp has up-to-date information on the CHSP, including information sheets and frequently asked questions.

You can also Email your questions to CHSP@dss.gov.au

Or contact the DSS Grants Hotline on 1800 625 136 (TTY 1800 555 677) or grants@dss.gov.au

If you have questions about using the My Aged Care provider portal, the Department encourages you to review support materials (available on www.dss.gov.au/MyAgedCare) and talk to colleagues to resolve any concerns or questions in the first instance. If this does not help answer your question or concern, please contact the My Aged Care provider and assessor helpline on 1800 836 799. The helpline is available between 8am to 8pm Monday to Friday and 10am to 2pm Saturday, local time across Australia.

THIS FACT SHEET WAS RELEASED IN August 2015