



Australian Government



myagedcare

Interpreting support for service providers

Home Care Packages Programme

All providers that deliver home care packages (HCP) services are eligible to access Commonwealth Government-funded interpreting services from the **Translating and Interpreting Service (TIS National)**.

Home care packages delivered on a Consumer Directed Care basis give older people greater control over their health and wellbeing by allowing them to make choices regarding their needs and goals, the types of care and services they receive, the location of where those services are delivered and by whom. To ensure that migrant communities can participate fully in consumer directed care the Government has funded the TIS National to support approved aged care providers in the delivery of aged care services to people from non-English speaking backgrounds.

Under this arrangement, TIS National provides onsite and phone interpreting services to Australian Government subsidised home care and residential aged care providers at no cost to the approved provider. This subsidised arrangement is an approved provider entitlement but is not directly linked to individual consumers.

Approved providers access services through a non-transferable TIS National code issued to the individual provider. The department is subsequently billed for those services by TIS National.

Home care providers are able to access TIS for interpreting services as part of their operational requirements under the Home Care Packages Programme. A provider can,



For further information, go to My Aged Care 800 200 422 |
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free of charge, use TIS to negotiate the Home Care Agreement, co-design the care plan and individualised budget. TIS can also be used each month to discuss the consumer's monthly income and expenses statement, so the consumer knows how their budget is being expended. TIS assists providers with ensuring consumers can fully participate in the assessment, care planning and review of their home care package.

For home care providers who require an onsite interpreter for their consumer outside of the operational requirements for the programme, for example, when consumers are receiving personal care and services that have been agreed through the development of the care plan, all costs incurred should be borne by the consumer through their home care package funds.

These additional costs should be made clear to the consumer prior to the home care agreement being entered into. Whatever is agreed must be affordable within the total budget available for the consumer's package. See [Charter of Care Recipients' Rights and Responsibilities - Home Care](#).

Regardless of how services are delivered and by whom, the home care provider remains responsible for service quality and meeting all regulatory responsibilities. See [Charter of Care Recipients' Rights and Responsibilities - Home Care](#).

More information about the Home Care Packages Programme is available:

- in the **Guide to Aged Care Law** on the [Department of Social Services](#) website at <http://guides.dss.gov.au/guide-aged-care-law>
- on the [homecaretoday website](#) at <http://www.homecaretoday.org.au/>.

More information for consumers is available by:

- calling the national contact centre on 1800 200 422
- visiting the [My Aged Care website](#) at www.myagedcare.gov.au.

The consumer directed care 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 consumers from non-English speaking backgrounds to participate fully in this process.

HCP providers should prioritise accessing TIS National services for discussions about a consumer's home care agreement, care plan and monthly budget statements.

TIS National

TIS National provides the following services:

- immediate phone interpreting – 24 hours a day, seven days a week
- ATIS Voice (automated voice-prompted immediate phone interpreting)
- pre-booked phone interpreting
- onsite interpreting.

The department encourages HCP providers to use telephone interpreting services wherever possible, unless there is a genuine need for an onsite interpreter.

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

How to register for TIS National services

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

HCP 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:** DoH Funded HCP

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

DoH Funded HCP

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. **HCP 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

HCP 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 agedcare.health.gov.au has up-to-date information on the HCP, including information sheets and frequently asked questions.

If you have questions about using the My Aged Care provider portal, the department encourages you to review support materials (available on myagedcare.gov.au) 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.