

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2015-16 Additional Estimates Hearings**

**Outcome Number: 2.1 Families and Communities**

**Question No: SQ16-000264**

**Topic: Interpreters Financial counselling services**

**Hansard page: 91**

**Senator Claire Moore** asked:

We have information from providers that in some parts of Victoria a significant percentage of their clients need access to TIS services. What was the cost to government of the pilot in terms of the use of this TIS program? If it has been cut, how much money was expended under the pilot up until the time it was phased out? The translation of that may give us some indication about what the costings are currently. The providers with whom I have been speaking say that they are going to have process costs of up to \$37,000, which they just do not have.

**Answer:**

The cost of Translating and Interpreting Services (TIS) under the Financial Management Program (FMP) pilot is outlined below. TIS services were billed to the Department on a fee-for-service basis.

<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>
\$151,405.80	\$81,804.30	\$35,567.41

TIS ceased to be funded under the FMP pilot, from 1 December 2015.

Of the 72 providers that accessed the free TIS service from 1 July 2014, 50 organisations accessed TIS less than nine times, and 26 organisations accessed TIS only once.

For further information on the TIS pilot please refer to the answer provided to SQ16-000262.