

## **QUESTION TAKEN ON NOTICE**

**SUPPLEMENTARY BUDGET ESTIMATES HEARING: 1 November 2005**

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

### **(220) Output 2.2: Translating and Interpreting Services**

Senator Hurley asked:

How many fee paying clients made use of the Translating and Interpreting Service (TIS) in 2003-2004 and in relation to priority are fee paying clients first on the line in service related matters.

*Answer:*

There were 6,687 fee paying clients in 2003-04 for a total of 347,700 interpreting tasks. This was 69% of the TIS work, the remaining amount taken up by fee-free settlement services paid for by DIMIA.

TIS has four "Priority Telephone" numbers for the Police/Emergency Services , Hospitals, DIMIA Airport/Compliance officers and General Practitioners/Specialists in private practice to request urgent "Immediate Telephone" interpreting services. These agencies are recognised as having the potential to require emergency interpreting assistance and are given call answering priority over other TIS National registered agencies. All other agencies whether registered as fee paying or fee free are required to request Immediate Telephone interpreting services via the TIS National 131 4 50 (Public queue) telephone number. Calls that are received in the public queue are queued for answering in order of receipt. Over 90% of calls were answered within 30 seconds in the Financial Year 2004-05