



Language Services Guide

SAL and all stakeholders can now communicate with their non-English speaking current and/or future members effectively with no language barriers.

SAL is now registered with TIS National to assist you and your club to communicate with your members when there is a language barrier. SAL will pay for the cost of telephone interpreting services. The support of this service may change, depending on the annual budget.

What is interpreting?

Interpreting is the facilitating of oral communication, either simultaneously or consecutively, between users of different languages. For example, between an English speaking volunteer and a Japanese speaking parent.

What is TIS National?

TIS National provides interpreting services to agencies that need to communicate with their non-English speaking clients. TIS National is able to provide interpreting services in 160 different languages. These services also enable non-English speaking clients to independently access services and information.

When to use this services:

- Anytime that a language barrier exists and you are intending to give some information to a person with low English language proficiency and
- When you are providing information to a parent or guardian on how to join the club, when they are intending to join the club or at any time paper work is involved, or
- When you need to consult with the parents/guardian of a swimmer

Remember you can use this services from any landline or mobile phone.

How to use TIS National?

Contact 1800 131 450. If the language is one of the languages below, please follow the prompt. If the language is not listed here, wait for the operator to connect you with an interpreter on the phone.

For more details on how to use this service, please click [here](#)

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|-----------|----------|-----------------|------------|
| Arabic | Greek | Mandarin | Somali |
| Bosnian | Italian | Farsi / Persian | Turkish |
| Cantonese | Japanese | Russian | Vietnamese |
| Croatian | Korean | Serbian | |
| Dari | Khmer | Spanish | |

SAL Client ID number is C974313

Password is 1234

TIS National service is operational 24 / 7.

Things to remember:

This service is a meeting between a number of parties over the telephone (can be referred to as a teleconference or three-way call) between a member, club and interpreter. Please ensure that you have access to a telephone or mobile phone.

- Please DO NOT use a child / swimmer as an interpreter. The interpreting cannot be accurate and effective if it is done by a child or any family member.
- Speak to the Non-English speaking person directly as if s/he speaks English
- Interpreters interpret everything you say without adding or deleting anything you say
- Keep the sentences short and wait for the interpreter to interpret first before continuing the conversation
- The interpreters are trained professional staff of TIS National and they are bound by a code of ethics and keep all information confidential.

Examples:

Scenario 1: You call the parent and you notice that she/he doesn't speak English. Ask for their language. Then tell them you will call back with an interpreter. Then you hang up. Call TIS National mentioning the language and the client phone number. They will then set up a three way conversation from their site (you, interpreter and the client).

Scenario 2: A non-English speaking client comes to the pool. The volunteer / club coach calls TIS and right away they get an interpreter on the phone. The volunteer puts the phone on the speaker, and can then speak to the client via the interpreter.

For more information, please watch this [video](#)

What to do after using this service:

After completing the job, please drop an email to inclusion@swimming.org.au to notify SAL (as we will receive the invoice). You only need to provide SAL with the **TIS job number** and the time of the job (it makes our job easier to initiate payment to TIS National).

If you have any questions, please don't hesitate to contact inclusion@swimming.org.au