Australian Government
Department of Home Affairs

TIS TRANSLATING AND INTERPRETING SERVICE

ATIS help card

Automated Telephone Interpreting Service (ATIS) is an immediate service for agency clients who need to access a phone interpreter.

ATIS connects you to an interpreter when you need to communicate with your non-English speaking client, without having to wait for operator-assistance. ATIS is available in more than 150 languages.

Make sure you are able to conference your client into the call or your client is with you in-person before calling ATIS.

Call ATIS on 1800 131 450 to access an immediate phone interpreter.

Benefits of ATIS

- Direct access to an immediate phone interpreter.
- Save time by avoiding contact centre wait times during peak periods.
- Access ATIS through a single free call 1800 number.
- ATIS users may also be eligible to receive a discount of up to 10% off the automated immediate phone interpreting charges.

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Using ATIS

1. Call ATIS on 1800 131 450.
2. When prompted, say the language you need.
3. Choose the gender of your interpreter by pressing:

   (1) to select either gender
   (2) to select a female interpreter
   (3) to select a male interpreter.
4. Enter your ATIS account number and ATIS access number then press #.
5. Write down the job number provided.

For enquiries about ATIS, contact:
Client Engagement team
email tispromo@homeaffairs.gov.au or
call 1300 655 820.

If ATIS is unable to allocate an interpreter for your request, your call will be re-directed to a TIS National Contact Centre operator.

When calling ATIS, please have your TIS National client code ready in case your call is redirected.

Login requirements

TIS National client code:
ATIS account number:
ATIS access number:

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