

Translating and Interpreting Service (TIS National) | adapted by the Office of the Independent Review Officer (IRO)
Schedule of service charges for Commercial clients (GST EXCLUSIVE) | Effective from 1July 2024

Immediate phone interpreting				
Service	Qualifier ¹	Details	Charge (inc GST)	Charge (ex GST)
Operator Assisted telephone interpreting	Standard hours	First 15 minutes or part thereof	\$33.22	\$30.20
		Each additional 5 minutes or part thereof	\$10.34	\$9.40
	After hours	First 15 minutes or part thereof	\$51.48	\$46.80
		Each additional 5 minutes or part thereof	\$16.06	\$14.60
ATIS phone interpreting	Standard hours	First 15 minutes or part thereof	\$30.25	\$27.50
		Each additional 5 minutes or part thereof	\$9.46	\$8.60
	After hours	First 15 minutes or part thereof	\$46.86	\$42.60
		Each additional 5 minutes or part thereof	\$14.63	\$13.30
Pre-booked phone interpreting				
Service	Qualifier ¹	Details	Charge (inc GST)	Charge (ex GST)
Pew-booked telephone interpreting	Standard hours	First 30 minutes or part thereof	\$70.62	\$64.20
		Each additional 5 minutes or part thereof	\$10.34	\$9.40
	After hours	First 30 minutes or part thereof	\$109.45	\$99.50
		Each additional 5 minutes or part thereof	\$16.06	\$14.60
	Cancellation (must be cancelled via TIS Online or received in writing)	At least 24 hours prior to booking scheduled start time	No charge	No charge
		Less than 24 hours prior to booking scheduled start time (charged for the booked time)	Pre-booked rates	Pre-booked rates
Conferlink	International Conference Call	-	Pre-booked rates	Pre-booked rates
Video remote interpreting				
Service	Qualifier ¹	Details	Charge (inc GST)	Charge (ex GST)
Video remote interpreting	Standard hours	First 30 minutes or part thereof	\$91.41	\$83.10
		Each additional 15 minutes or part thereof	\$24.97	\$22.70
	After hours	First 30 minutes or part thereof	\$141.68	\$128.80
		Each additional 15 minutes or part thereof	\$38.61	\$35.10
	Cancellation (must be cancelled via TIS Online or received in writing)	At least 24 hours prior to booking scheduled start time	No charge	No charge
		Less than 24 hours prior to booking scheduled start time (charged for the booked time)	Video remote rates	Video remote rates
On-site interpreting				
Service	Qualifier ¹	Details	Charge (inc GST)	Charge (exc GST)
Standard on-site interpreting	Standard hours	First 90 minutes or part thereof	\$187.77	\$170.70
		Each additional 15 minutes or part thereof	\$24.97	\$22.70
	After hours	First 90 minutes or part thereof	\$291.06	\$264.60
		Each additional 15 minutes or part thereof	\$38.61	\$35.10
	Cancellation (must be cancelled via TIS Online or received in writing)	At least 24 hours prior to booking scheduled start time	No charge	No charge
		Less than 24 hours prior to booking scheduled start time (charged for the booked time)	On-site rates	On-site rates
Extended Travel Assignment travel costs ²	Minimum charge (based on when the job starts)	Per day (weekdays)	\$872.52	\$793.20
		Per day (Sat, Sun or public holidays)	\$1352.45	\$1229.50
	Standard hours	Per 15 minutes or part thereof, for both interpreting and travel time	\$24.97	\$22.70
	After hours	Per 15 minutes or part thereof, for both interpreting and travel time	\$38.61	\$35.10
	Interpreter's own vehicle	Per kilometre	\$1.21	\$0.94
	Travel fares	Reimbursement of fare	Actual cost	Actual cost
	Cancellation (must be received in writing)	Sufficient notice as per <u>TIS National Cancellation Policy</u> (see link below)	No charge	No charge
		Less than sufficient notice as per <u>TIS National Cancellation Policy</u> (see link below)	Minimum charge one day (see above) and incurred travel cost, if applicable	Minimum charge one day (see above) and incurred travel cost, if applicable
Overnight travel allowance (includes meals and incidentals)	Per overnight stay	\$158.40	\$144.00	
Other expenses	Postage/telephone etc.	Reimbursement of expense	Actual cost	Actual cost
Ancillary Tasks				
Service	Qualifier	Details	Charge (inc GST)	Charge (exc GST)
Additional non-interpreting tasks associated with a pre-booked telephone, video remote or on-site interpreting job	Performed in the interpreter's home	First 30 minutes or part thereof	\$36.30	\$33.00
		Each additional 15 minutes or part thereof	\$18.15	\$16.50
	Performed at a TIS National Office or a client location	Treated as an on-site job	On-site rates	On-site rates

DISCLAIMER - Services charges contained in this Schedule are indicative and are subject to change at any time.
Please refer to www.tisnational.gov.au for further terms and conditions regarding our services.

¹ Standard hours are 8am to 6pm Monday-Friday. After hours are (6pm to 8am Monday-Friday and all day Saturday, Sunday & public holidays). These times relate to Australia.
² On-site jobs involving travelling 100km or more from work/home of interpreter will incur travel costs.

[TIS National Cancellation Policy](#)
[TIS Website](#)