



## Translating and Interpreting

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### Translating and Interpreting Services

We understand you might need assistance to help you understand insurance in your language.

If you need to use an interpreting service, please see details of TIS below.

Translating and Interpreting Services (TIS) are available 24/7 and their interpreters speak over 160 languages.

They are available over the phone and in person.

[Book an appointment with TIS](#), or call them on [131 450](#)

### Relay and Teletypewriter (TTY) Services

The National Relay Service (NRS) is a government initiative that allows people who are deaf, hard of hearing and/or have a speech impairment to make and receive phone calls or to access TTY services.

Full details on the NRS is available from their website here: <https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service>

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