

Free Interpreting Service (FIS) for Allied Health Professionals Pilot Program

Location Eligibility

State/Territory	Local Government Areas	
ACT	Canberra	
NSW	Fairfield, Liverpool, Blacktown, Albury, Armidale Dumaresq, Coffs Harbour, Newcastle, Wagga Wagga, Wollongong	
NT	Darwin	
QLD	Brisbane, Logan, Cairns, Gold Coast, Toowoomba, Townsville	
SA	Adelaide, Mount Gambier	
TAS	Launceston, Hobart	
VIC	Casey, Greater Dandenong, Hume, Wyndham, Brimbank, Melton, Greater Geelong, Greater Shepparton, Mildura, Wodonga	
WA	Perth	

Discipline Eligibility

Art Therapists	Medical Radiation Practitioners	Podiatrists
Audiologists	Music Therapists	Psychologists
Audiometrists	Occupational Therapists	Registered Counsellors (Levels 3 and 4)
Chinese Medicine Practitioners	Optometrists	Rehabilitation Counsellors
Chiropractors	Orthoptists	Social Workers
Dieticians	Orthotists/Prosthetists	Sonographers
Exercise Physiologists	Osteopaths	Speech Pathologists
Genetic Counsellors	Physiotherapists	

Accreditation/Certification Requirements for Allied Health Professionals

Art therapists must be a 'Practicing Member' of the Australian, New Zealand and Asian Creative Arts Therapies Association (ANZACATA) and are recognised as a 'Registered Arts Therapist' by (ANZACATA).

Audiologists must be either an Accredited Audiologist with Audiology Australia or a Full/Ordinary Member or Fellow Audiologist of the Australian College of Audiology with a certificate of registration of competency as both a hearing rehabilitation specialist, and a diagnostic rehabilitation specialist.

Audiometrists must be a 'Full Member' of the Hearing Aid Audiological Society of Australia Ltd (HAASA).

Chiropractors must hold current general or limited registration with the Chiropractic Board of Australia.

Chinese medicine practitioners must hold current general or limited registration with the Chinese Medicine Board of Australia.

Dietitians must be a current Accredited Practicing Dietician with certification from Dietitians Australia (DA).

Exercise physiologists must be a current Accredited Exercise Physiologist with certification from Exercise and Sports Science Australia (ESSA).

Genetic counsellors must be an 'Ordinary Member' of the Human Genetics Society of Australasia.

Medical radiation practitioners must hold current limited or full registration with the Medical Radiation Board of Australia.

Music therapists must be a 'Registered Music Therapist' as recognised by the Australian Music Therapy Association (AMTA).

Occupational therapists must hold current limited or general registration with the Occupational Therapy Board of Australia.

Optometrists must hold current general or limited registration with the Optometry Board of Australia.

Orthoptists must hold current registration with the Australian Orthoptic Board.

Orthotists/prosthetists must be a 'Full Member' of the Australian Orthotic Prosthetic Association.

Osteopaths must hold current general or limited registration with the Osteopathy Board of Australia

Physiotherapists must hold current general or limited registration with the Physiotherapy Board of Australia.

Podiatrists must hold current general or limited registration the Podiatry Board of Australia.

Psychologists must hold general registration with the Psychology Board of Australia.

Registered Counsellors must be registered in Division A or Division B (Level 3 and above) of the Australian Register of Counsellors and Psychotherapists.

Rehabilitation counsellors must be a 'Full Member' of the Rehabilitation Counselling Association of Australasia.

Social workers must be a Member of the Australian Association of Social Workers (AASW).

Sonographers must be an 'Accredited Medical Sonographer' as recognised by the Australian Sonographer Accreditation Registry.

Speech pathologists must be a 'Certified Practising Member' of Speech Pathology Australia.

Frequently Asked Questions

Can I access the FIS allied health pilot program for patients who are not Medicare cardholders?

No, the Free Interpreting Service can only be used for patients who are Medicare cardholders. The only exception to this rule is for recent Ukrainian arrivals.

My allied health discipline is not on the list of approved disciplines, can I access the FIS allied health pilot program?

If your allied health discipline is not on the approved list, please email tis.freeinterpreting@homeaffairs.gov.au and provide the details of your discipline for consideration.

My local government area (LGA) is not on the list of approved LGAs, can I access the FIS allied health pilot program?

If your main office/clinic is not located within an approved LGA, but you do provide allied health services within an approved LGA (e.g. as a visiting provider), you are eligible to access the FIS allied health pilot program. Please complete the FIS allied health [application form](#) – which will include a section where you can specify the address (within an approved LGA) where you provide allied health services.

How long will it take to process my application to access the FIS allied health pilot program?

It may take up to 20 business days for more complex applications, however, most applications will be finalised within 5 to 10 business days.

I do not meet the eligibility criteria of the FIS allied health pilot program, can I still access interpreter services from TIS National?

Yes, any allied health professional can open a fee-paying account with TIS National. You can [register](#) a new account on the TIS National website.

I already have an existing fee-paying allied health client code, do I need to submit an application to access the FIS allied health pilot program?

Yes, if your application is approved, a new 'fee-free' client code will be created for you to use.