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## Market Grower Fact Sheet Interpreters



NSW DPI, Steven Honeywood

**TIS is a national service provided 24 hours a day.  
Call 131 450 and tell them the language that you speak.**



NSW DPI, Virginia Brunton

### In your language

Councils and the other government departments have a commitment to providing accessible services to people from a non-English speaking background (NESB). This means you should be able to access information in a language that you understand.

### Calling Council

If you are calling any government department you can use the Translating and Interpreting Service (TIS). TIS is a national service provided 24 hours a day. Call 131 450 and tell them the language that you speak. If you are calling local council, you will not be charged the TIS fee. Councils may also use language aides, who are council staff that speak another language.

### Letters to and from Council

If you receive a letter from Council, it is important that you respond to the letter as soon as possible, as it may affect your business. If you cannot read the letter and do not have somebody to explain it, then please contact Council. Ask for a council worker who speaks your language or an interpreter (TIS), and ask them to explain the letter to you.

If you need to respond in writing, you are able to write in your own language as the council will organise a translator. However it will be very helpful if you include the person who you are writing to and any reference number or subject in English.

This **Market Grower Fact Sheet** is part of a series designed to support growers from a non-English speaking background. For more information please contact your local Council. If you require an interpreter call TIS on 131 450.

This project has been assisted by the New South Wales Government through its Environmental Trust.

The information contained in this publication is based on knowledge and understanding at the time of writing (November 2007). However, because of advances in knowledge, users are reminded of the need to ensure that information upon which they rely is up to date and to check currency of the information with the appropriate officer of NSW Department of Primary Industries or the user's independent adviser.

