

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2015-16 Additional Estimates Hearings**

**Outcome Number: 2.1 Families and Communities**

**Question No: SQ16-000262**

**Topic: Interpreters Financial Counselling Services**

**Hansard page: 91**

**Senator Claire Moore** asked:

The Department sent a letter to providers that said "the provision of TIS services to financial counsellors, particularly in the financial management program under the financial wellbeing capable activity, was a pilot that was funded until 30 June and then extended to 30 November 2015. Can you tell me what the terms of the pilot were?

**Answer:**

The Translating and Interpreting Service (TIS) pilot began 1 July 2013.

Service providers delivering specified services under the Financial Management Program (FMP) were offered a TIS access code which enabled them to access translating and interpreting services for free. Service providers were advised that a review would be undertaken in 2014 to inform how interpreting services would be embedded into the FMP service offer and related funding arrangements in the long term.

The Department regularly reviewed the free TIS usage and found that for the majority of service providers usage was quite low. In 2014 the Department restructured and redesigned funding activities for all administered grants. New guidelines were released in June 2014 which stated that the costs for translating and interpreting services should be factored into grant applications, and that applications for funding were to include costs for translating and interpreting.