

## Booking an Interpreter

**If you are a non-English speaker and need to contact the emergency services you can ring the National Translation and Interpreting Service on 131 450 and ask to be connected to SA State Emergency Service (SA SES). The service is free of charge and available 24 hours a day.**

1. When you call TIS National an automated prompt will ask you which language you need. Please state the language that you require.
2. When you are connected to a TIS National operator, say the language you need again.
3. Stay on the line while the operator finds an available interpreter for you.

The operator will connect you with an interpreter in the language you asked for. You will be asked to provide:

- your name
- the name of the organisation you need to contact
- the phone number of the organisation you need to contact.

For emergency help in flood and storm SES can be contacted on 132 500

- Serious damage to home
- Property at risk of flooding
- Tree fallen on car or home

For information during significant weather events such as storm, flood, heatwave or bushfire call the Information Hotline can be contacted on 1800 362 361

In life threatening emergencies when an urgent response is required from police, fire and ambulance call 000

**Stay on the line while the operator connects you and the interpreter through to the organisation.**

For this message and other related information go to  
[www.tisnational.gov.au](http://www.tisnational.gov.au) and [www.sa.gov.au](http://www.sa.gov.au)  
Supported by Multicultural Communities Council of SA



Australian Government  
Department of Home Affairs

