

Language & Literacy Barriers Information

ShieldCover a Division of East West Insurance Brokers Pty Ltd (EWIB/Shieldcover) is committed to ensuring there is no communication barrier. Some customers many have difficulties communicating effectively with EWIB/ShieldCover due to language barriers or limited literacy skills.

If our staff at EWIB/ShieldCover are having trouble communicating with our customers, there are a number of support services we can use to communicate effectively. These services are offered to EWIB/ShieldCover's customers where required and are detailed below.

Translation and interpreting services

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Immigration and Border Protection for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

TIS National provides interpreting assistance to enable non-English speakers to access government agencies and services, police and legal services, education, healthcare and community groups, as well as services offered by private businesses.

TIS National provides the following interpreting services:

- Immediate phone interpreting;
- ATIS Voice automated voice-prompted immediate phone interpreting;
- Pre-booked phone interpreting;
- On-site interpreting; and
- Illegal Maritime Arrival (IMA) interpreting.

The TIS National immediate phone interpreting service is available 24 hours a day, every day of the year for the cost of a local call for any person or organisation in Australia who needs an interpreter.

Further information can be found on their website at:- <https://www.tisnational.gov.au/>

Accessibility services - Relay and Typewriter (TTY) Services

If a customer is deaf and/or they find it hard hearing or speaking over the phone, the National Relay Service (NRS) are able to assist. The NRS is available 24 Hours a day, every day (regular phone costs apply):-

Teletypewriter (TTY) Users - phone 133 677
Voice Relay (Speak & Listen) Users - phone 1300 555 727
SMS Relay Users - phone 0423 677 767

For more information please visit the National Relay Service's website: - <https://www.communications.gov.au/what-we-do>