

# EXPRESSION OF INTEREST

## Interpreting for Allied Health and Primary Care Pilot Program

The Murray PHN region is home to more than 55,000 individuals who speak a language other than English at home, equating to almost eight per cent of the population. This includes people from a range of culturally and linguistically diverse (CALD) backgrounds, both patients and health practitioners.

While many migrants attain high proficiency in English, others face challenges in understanding healthcare information that is not in their native language, which can put their healthcare outcomes at risk, highlighting the importance of offering accessible language services to support communication.

### Pilot program

To enhance healthcare access for CALD patients, Murray PHN is providing the ***Interpreting for Allied Health and Primary Care Pilot Program*** until 30 June 2025. The program will support local private allied health services, urgent care clinics, and other primary care practitioners who are not eligible for other government-funded interpreting programs to **access free interpreting services** through the Translating and Interpreting Service, TIS National.

### Available services

Registered practitioners can access the following interpreting services **at no cost** to them:

- Immediate and pre-booked telephone interpreting
- Automated telephone interpreting
- On-site interpreting
- Video remote interpreting.

Services are available to patients with or without Medicare cards.

### Who is eligible?

Eligible **healthcare professionals** include:

- Audiologists
- Dentists
- Dental hygienists
- Diabetes educators
- Dietitians
- Exercise physiologists
- Mental health nurses
- Occupational therapists
- Optometrists
- Physiotherapists
- Podiatrists
- Psychologists
- Social workers
- Speech pathologists.

Note: that urgent care clinic staff in the Murray PHN region are also eligible. If your profession is not listed or if you are unsure about your eligibility, contact Murray PHN to discuss.

## Program eligibility

This program is available to private allied health providers and other primary care practitioners in the Murray PHN region who do not qualify for the Australian Government's [Free Interpreting Service](#), such as:

- Medical practitioners, GPs and nurses delivering Medicare-rebatable services
- Pharmacists providing community pharmacy services
- NDIS and aged care providers
- Murray PHN commissioned mental health services.

Note: Allied health practitioners in Albury, Wodonga, Mildura and Greater Shepparton who can access the [TIS National's FIS for Allied Health Professionals](#) program are ineligible.

For more information about TIS National services, visit: [TIS National Website](#).

## How to apply

To register your interest in the program, [click here](#) to complete the online form or access the link via the QR code:



## Contact details

For more information, get in touch with Murray PHN's Complex and Integrated Care team at e: [multicultural@murrayphn.org.au](mailto:multicultural@murrayphn.org.au).