

TRANSLATION AND INTERPRETER SERVICES

Aircrew Insurance is a Business Name of Strategic Underwriting Pty Ltd (ABN 71 619 739 212 AFSL 554 636), referred to as 'Aircrew Insurance', (we', 'us', or 'our' in this document) is committed to supporting customers ('you' or 'your') who require interpreting services.

PEOPLE WITH LANGUAGE BARRIERS

Where practicable, we will provide access to an interpreter if you ask us to, or if we need an interpreter to communicate effectively with you. We will record if an interpreter is used or if there are reasons, we are unable to arrange one.

We will arrange relevant training for our Employees who are likely to be involved in communications requiring an interpreter.

If you require assistance in communicating with us, we encourage you to access the following services.

TRANSLATING & INTERPRETING SERVICE (TIS NATIONAL)

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the government for people who do not speak English and for businesses that need to communicate with their non-English speaking clients. TIS National provides both immediate, pre-booked and onsite interpreting services. The TIS National immediate phone interpreting services is available 24 hours a day, 7 days a week for the cost of a local call for any person or organization in Australia who needs an interpreter. Full details on the TIS National are available from their website.

Translating and Interpreter Service

Telephone: 131 450

Website: [Translating and Interpreting Service \(TIS National\)](https://www.translatingandinterpreting.com.au/)

RELAY / TELETYPEWRITER (TTY) SERVICES

The National Relay Service (NRS) is a government initiative that allows people who are deaf, hard of hearing and/or have a speech impairment to make and receive phone calls or to access TTY services. Full details on the NRS is available at:

National Relay Service (NRS)

Voice Relay: 1300 555 727

TTY: 133 677 / SMS Relay: 0423 677 767

Website: <https://www.accesshub.gov.au/about-the-nrs>