

Language and Literacy Barriers Information

CFC Underwriting Pty Ltd (CFC Underwriting) is committed to ensuring there is no communication barrier. Some clients may have difficulties communicating effectively with CFC Underwriting due to language barriers or limited literacy skills.

If our staff at CFC Underwriting are having trouble communicating with our clients, there are a number of support services we can use to communicate effectively. These services are offered to CFC Underwriting's clients 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 Home Affairs 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;
- Video remote interpreting; and
- On-site 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 client 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, except for Video Relay calls.

Video Relay calls are only available 7am to 6pm (Australian Eastern Standard Time) Monday to Friday and 8am to 12pm Saturday. Video Relay calls are also not available on national public holidays.

The NRS is free and confidential.

To find out more about the services offered visit the National Relay Service's website: - <https://www.accesshub.gov.au/about-the-nrs>