



Free Translating Service

Frequently asked questions for clients

What is the Free Translating Service

The Department of Social Services provides a Free Translating Service for people settling permanently in Australia. Permanent residents, eligible temporary/provisional visa holders and returning Australian citizens are able to have up to ten personal documents translated into English within the first two years of their eligible visa grant date or arrival in Australia (whichever is later). **Documents required for visa applications are not eligible to be translated through the service.**

How do I apply for the Free Translating Service

Applications for the Free Translating Service are made at Adult Migrant English Program (AMEP) Service Providers around Australia. Locations of AMEP Providers in every state and territory are published on the Department of Education and Training website on the **Where can I learn English** page on the **Department of Education and Training's website**.

Who is eligible for the Free Translating Service

- Permanent residents **[1]**.
- Select temporary/provisional residents including the following visa subclasses:
 - Partner (Provisional) visa (subclass 309);
 - Partner (Temporary) visa (subclass 820);
 - Dependent Child visa (subclass 445);
 - Humanitarian Stay (temporary) visa (subclass 449);
 - Temporary Humanitarian Concern visa (subclass 786);
 - Temporary Protection visa (subclass 785); and
 - Safe Haven Enterprise visa (subclass 790).
- Australian citizens returning to settle permanently in Australia.

How long am I eligible for the Free Translating Service

Eligibility for the Free Translating Service lasts for two years from the date of the eligible visa grant (or arrival in Australia for visas granted offshore) (evidence required).

Australian citizens can access the service for up to two years after returning to settle permanently in Australia (evidence required).

What do I need to apply for the Free Translating Service

To apply, you need single-sided, certified copies of your visa grant notice (or visa stamp), bio-data page of your passport, and documents to be translated. Take these, and your documents to be translated, to your local AMEP Service Provider.

Where can I get more information

More information about the **Free Translating Service**, including full eligibility criteria and list of eligible documents is available on the **DSS website**.

[1] Permanent resident visas 100 and 801 are generally ineligible to access the Free Translating Service as they have been eligible while holding a temporary visa