



Australian Government
Department of Social Services



Free Translating Service

Are you staying permanently
in Australia?

Get your important personal
documents translated into
English for free.

To check your eligibility
and apply go to:

translating.dss.gov.au

For more information phone:

1800 962 100

Free Translating Service



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People settling permanently in Australia are able to have up to ten eligible documents translated, into English, within the first two years of their eligible visa grant date.

Eligible visas

- All permanent resident visas except return resident visas
- Prospective Marriage visa 300
- Partner (Provisional) visa 309
- Partner (Temporary) visa 820
- Dependent Child visa 445
- Humanitarian Stay (Temporary) visa 449
- Temporary Humanitarian Concern visa 786
- Temporary Protection visa 785
- Safe Haven Enterprise visa 790

Eligible documents

- **Identity and relationship:** such as birth and marriage certificates
- **Education:** such as education certificates and results
- **Facilitation:** such as drivers licences, medical documents and immunisation records
- **Employment:** such as trade or professional certificates

translating.dss.gov.au

From 1 July 2017 the Free Translating Service moved to an online delivery model. The website allows clients to self-lodge applications. It is easy to use and is available in English, Arabic, Farsi and Simplified Chinese.

Please direct any clients who may be eligible for the service to the website. If they need assistance to lodge their application, they can contact the service desk, who will either assist them over the phone or refer them to a Humanitarian Settlement Program provider shopfront, where they can get assistance in person.

Free Translating Service Promotional Posters

To order a Free Translating Service poster, please contact language.policy@dss.gov.au.