## Incivility video transcript

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| **Visual** | **Audio** |
| A woman in her 30s is waiting outside the entrance to the zoo. She has long blonde hair and is wearing a brown t-shirt. She is shown from the waist up and is looking straight at you. She has a stern expression on her face and frequently switches her stance between having her arms crossed and looking impatiently around her and at her phone. | [Birds chirping in background and the hustle and bustle of a crowd] |
| The woman leans forward towards you. | Excuse me. Hello? |
| She clicks her fingers at you. | Oi. Hello. Yeah. You. |
| She puts her hand out, gesturing to people around her. | Yeah, I can see you’re busy. We can ALL see that. |
| She leans further towards you. | I want to talk to you. |
| She rolls her eyes as she speaks, then looks you up and down. | So how long are you gonna be? |
| Seriously… some of us actually want to get inside today. |  |
| She looks at her phone as she raises her voice. | Well can we hurry things along a bit? |
| She shakes her head before turning and speaking to people around her. | Oh, I can’t believe this. |