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【飞凡英语 CCL】全澳考场历次真题合辑 2.08 版

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Topic 1: Legal

1.1 Domestic Violence 家暴

Briefing	The following dialogue takes place between a Chinese speaking woman and a duty solicitor of the local Community Justice Centre regarding her application for apprehended domestic violence order (ADVO).
1.	Hi Mrs Liang, my name is Andrew Lopez. I'm the solicitor on duty today. I understand that you want to apply for apprehended domestic violence order or ADVO against your husband, am I right? (梁小姐你好, 我叫 Andrew Lopez。我是今天的值班律师。我知道你想申请家庭暴力禁制令, 简称 ADVO, 这是针对你丈夫而申请的, 对吗?)
2.	是的, 我现在很惧怕我的丈夫。他不仅经常对我拳打脚踢, 而且还大声骂我。我忍受不了了, 所以想要申请禁制令。请问我丈夫的这些行为算家暴吗? (Yes, I am afraid of my husband. He not only beats me up all the time, but also yells at me and calls me names. I can't take it anymore, so I want to apply for ADVO. Are my husband's actions considered domestic violence?)
3.	Yes, you are correct. Domestic violence refers to aggressive behaviours towards family members, particularly a spouse. (没错, 这些行为都算。家暴指的是针对家庭成员的攻击性行为, 尤其是对配偶作出的攻击性行为。)
4. *= police statement	我明白了。我之前来过你们这里, 不过是另外一位律师接待我的。我记得当时你们拿到了我丈夫的警察记录, 对吗? (I see. I came to you guys before, but I was greeted by another lawyer. I remember you guys already have my husband's police report* , right?)
5.	Yes, I have the police statement with me. Based on the statement, your husband has a serious gambling problem and there was a dispute



	<p>between you two. Later it turned violent before he smashed the sofa and punched you in your nose.</p> <p>(没错，那份报告就在我手上。根据这份记录显示，你丈夫沉迷赌博，而且你们之间发生过争执。后来你们两个发生肢体冲突，他砸了沙发而且还用拳头打了你的鼻子。)</p>
6. *= “become more violent”	<p>是这样的。我不想再回想这些事了。我现在真的很害怕他会变本加厉。拿到家暴禁制令以后我可以有哪些权利呢？</p> <p>(That’s all true. I don’t want to think about it anymore. I’m afraid he might escalate* his actions. What rights do I have after getting the ADVO?)</p>
7.	<p>I understand. There are two types of order: Interim Apprehended Violence Order and Final Apprehended Violence Order. Both will protect you and your property from further harm.</p> <p>(我理解的。干预令有两种：临时暴力禁制令和正式的暴力禁制令。这两种都可以保护你和你的财产免遭进一步的侵害。)</p>
8. *= “the court is fully scheduled”	<p>好的。警察告诉我说今天的法庭日程已经满了，我只能申请紧急的案件处理。请问你能不能给我先开一个临时的禁制令？这个法令能真的保障我的安全吗？</p> <p>(Okay. The police told me that the schedule for the court is full* today and so all I can do is to lodge an urgent case application. Could you apply for an interim order first? Can this order really ensure my safety?)</p>
9. *不能译为“法官”	<p>Don’t worry, Mrs Liang. The interim order has the same legal effect as the final apprehended violence order. It is designed to protect you until the court decides whether a final apprehended violence order is necessary. Speaking from experience, it’s very likely that the magistrate* will grant you an interim order today. So, you will be protected once the order is granted.</p> <p>(别担心梁小姐。临时禁制令的法律效力跟正式禁制令是一样的。它的目的是为了保护你，直到法庭决定有没有必要下达正式暴力禁止令为止。根据我的经验，地方法官很有可能会在今天直接下达临时禁制令。所以一旦法令下达之后，你就会受到法律的保护。)</p>



10. *= “run into” or “bump into”	<p>这样我就放心了。我打算搬去我姐姐那住一段时间。但是我怕我回家收拾行李的时候，如果正好撞到我丈夫，他又要对我施暴了。有办法能保证我的安全吗？</p> <p>(It's a relief to hear that. I plan to move to my older sister's place and stay there for a while. But I'm afraid of going back home to pack up my things. If I happen to see* my husband at home, he might be violent towards me again. How to make sure that I'm safe?)</p>
11.	<p>It's ok, the police can help you with that. You can contact the police after you schedule a time to move. Then, the police will be there with you to keep you safe. However, they probably will not be able to help you move your things to your sister's.</p> <p>(没事，警察会帮你的。你决定好搬家时间之后可以联系他们。警察到时会在现场保护你的安全。不过，他们估计是不会帮你搬家的。)</p>
12.	<p>好的，没关系。我姐姐会来帮我搬家的。我只想尽快远离我丈夫。他已经完全变了个人，我已经不认识他了。非常感谢您。</p> <p>(Okay, that's fine. My sister will come to help me move. I just want to stay away from my husband as soon as possible. He's completely changed and he's not the person I used to know. Thank you very much.)</p>
	End of dialogue

1.2 Home visit by probation and parole officer 假释缓刑官家访

Briefing	The following dialogue takes place between Jane, a probation and parole officer and a Chinese-speaking person, Mr. Chen. Jane is visiting Mr. Chen's home, regarding his son's parole.
1. *基本词汇	<p>Good Morning, Mr. Chen. My name is Jane and I'm a probation* and parole* officer. I'm here for a home visit and to discuss with you about your son Jimmy.</p> <p>(早上好，陈先生。我叫 Jane，是一名假释和缓刑官。我今天是来做家访的，要跟你讨论一下你儿子 Jimmy 的事情。)</p>
2.	警官你好，请进。请问要谈什么事情呢？我儿子在监狱一切都还好吗？



	(Hello, officer. Please come in. what do you want to talk about? Is everything okay with Jimmy in jail?)
3.	<p>He's fine, don't worry. His parole has been granted and he will be released on next Wednesday. He gave this address to us before his trial as his residential address. Is he going to live here with you after his release on parole?</p> <p>(他很好，别担心。他的假释已经被批准了，他会在下周三被释放。庭审前他给了我们这个地址的地址，说这是他的住址。他被释放以后会跟你一起住在这吗?)</p>
4.	<p>他当然还会住在这里，这里是他的家呀。我们需要去监狱接他吗？还有什么需要我们做的吗？我们一定尽力配合。</p> <p>(Of course, he will live here, this is his home. Do we need to pick him up at prison? What else do we need to do? We will try our best to cooperate.)</p>
5.	<p>Yes, you need to pick him up. Now I need to inspect his room, the house and the surrounding area. After his release, he will have to wear an electronic monitoring device on his ankle at all times for us to track his whereabouts.</p> <p>(没错，你需要去接他。现在我需要检查他的房间和这个房子以及周围整个地区。在他被释放以后，他需要一直在脚踝上佩戴电子监控设备，以便我们确认他的行踪。)</p>
6.	<p>好的。我给你带路看看，这是他的房间，他有自己的电视和电脑。他会一个人住在这里。我们说什么也不会再让他的狐朋狗友来找他了。</p> <p>(Okay. I'll give you a tour. This is his room. He has his own TV and computer. He will live here by himself. I mean, we'll never allow his bad friends to come and visit him again.)</p>
7.	<p>Good. During parole, he will be placed under curfew between 9pm and 5am. And our officer will drop by and visit him here, unannounced.</p> <p>(很好。假释期间，他需要服从宵禁，时间从晚上九点到早上五点。我们的同事也会不定期过来看他。)</p>
8. *不可译为 "supervise"	<p>好的，我们也会监督他的。那他白天可以离开家，是吗？他能工作吗？如果可以的话，我表弟 Luca 可以找个砌砖的活儿给他做，不能让他太闲了。</p>



	(Okay. We'll keep an eye on* him too. Can he leave home during the day? Can he work? If he can, my cousin Luca can find work for him as a brick layer to keep him busy.)
9.	Yes, he can work. However, Jimmy needs to report to his parole officer on a regular basis, and we'll need the full details of your cousin Luca. I hope Luca understands and agrees to our terms. (是的，他可以工作。不过 Jimmy 需要定期向他的假释官报告，我们也需要你表弟的所有信息资料。希望你表弟可以理解并接受我们的条件。)
10. *= "gossip about it"	好的，我跟我表弟说说，他一定会理解的。还有，警察会定期来检查我儿子的话，可以跟他们说不要上门吗？我怕邻居们说闲话。 (Ok. I will talk to Luca, I'm sure he will agree. Also since the police will check on my son regularly, can you tell them not to show up at our door? I'm worried that the neighbors will talk* .)
11.	I'm afraid I can't do that. This is the law. According to the Adult Parole Board, the officer will show up unannounced to check on him as he has been charged with a serious crime of drug trafficking. (恐怕我不能这么做，这是法律的规定。根据成年人假释委员会的规定，假释官的检查是不会事先通知的，这是因为他被指控贩毒。这是非常严重的罪行。)
12.	天呐，真不敢相信我的儿子居然是毒贩。真是羞耻啊。但是不管怎样，我们还是爱他的，毕竟是我们的亲生儿子。 (Oh my goodness! I can't believe my son was a drug dealer! We are very ashamed of him. Though we'll still love him no matter what. After all he's our son.)
	End of dialogue

1.3 Separation 分居

Situation	The following dialogue is between a Chinese-speaking woman Ms. Liu and a solicitor. She asks about separation from her husband.
1.	Good morning, Ms. Liu. I'm Joe, nice to meet you. I understand you want to enquire about separation from your husband , is that right?



	(早上好, 刘女士。我是 Joe, 很高兴见到你。我知道你想要问跟你丈夫分居的事, 对吗?)
2.	<p>你好。没错, 我跟我丈夫没办法继续一起生活了。过去一年我们天天吵架, 我累了, 他也累了。</p> <p>(Hi. Yes, I can't live with my husband any longer. We have been fighting every day in the past year. We are both exhausted.)</p>
3. *基本词汇	<p>I see. Have you guys sought out marriage counselling* before making the decision to separate?</p> <p>(我明白。你们决定离婚前有尝试婚姻调解吗?)</p>
4. *= "Both of us had to say yes"	<p>没有。我丈夫不愿意去, 我也没办法。这不是一个人的事。</p> <p>(No. My husband didn't want to. There was nothing I could do. It wasn't a one-way street*.)</p>
5.	<p>I see. May I ask how long you have been married? Do you have any children?</p> <p>(明白。你们结婚多久了? 有孩子吗?)</p>
6.	<p>我们结婚有十年了, 有一个八岁的女儿。我想问, 分居以后可不可以由我来带女儿? 我的丈夫不太会照顾孩子。</p> <p>(We have been married for ten years. We have an 8-year-old daughter. I want to live with her after our separation. I have a question. After we separate, can I look after my daughter? My husband isn't good at taking care of kids.)</p>
7.	<p>You should reach an agreement about it. However according to the law, both parents share the same parental responsibility if the child is under 18. Have you talked to your husband about this? Is your husband aware of your decision to separate?</p> <p>(你们应该要就此达成协议。然而根据法律的话, 父母双方在孩子未成年的时候需要承担同等的抚养责任。你有跟你丈夫讨论过这件事吗? 他知道你分居的决定吗?)</p>
8.	<p>我跟丈夫谈过, 他不反对分居。但是他不想让女儿跟我一起住。</p> <p>(We did talk about it and he didn't object to separating. But he doesn't want our daughter to live with me.)</p>
9. *基本词汇	<p>It's actually very straightforward if you two can reach an agreement. Otherwise you'd have to settle your dispute at family court and obtain a parenting order*.</p>



	(其实如果你们可以达成协议的话问题是很容易解决的。否则你们就得去家事法庭打官司，向法庭申请抚养法令。)
10.	如果我们可以达成协议的话，是不是就不用上法庭了？我愿意跟丈夫商量。我不想把事情闹大，这会给我女儿造成很大的伤害。 (Does it mean we don't have to go to court if we could settle our differences? Then I will talk to my husband and try to work things out. I don't want things to get out of control. That would hurt my daughter.)
11.	If an agreement is reached, you can apply for consent orders to family court and visitation rights . Separation is stressful for children. Your choice should be made in the best interest of your daughter. (如果能达成协议的话，你可以向家事法庭申请 同意令 和 探视权 。分居对孩子的压力会很大。你们在做决定的时候应该优先考虑孩子的利益。)
12.	好的，我会和我老公好好商量这件事，再跟你预约见面。谢谢你。 (Ok. I will talk to my husband about this. I will see you in our next appointment. Thanks.)
13.	No worries. Best wishes. Goodbye. (没事，祝你好运。拜拜。)
	End of Dialogue

1.4 Phone scam 电话诈骗

Situation *= scam	The following dialogue takes place between a Chinese-speaking woman Ms. Liu and a police officer. Ms. Liu has some information about phone fraud* that the police are investigating.
1.	Hi Ms. Liu. My name is Henry. I am a senior constable from the Sunshine Coast police station. How can I help you today? (你好刘女士，我叫 Henry，是阳光海岸警局的高级警员。有什么可以帮到你？)
2.	你好，我昨天接到自称是移民局的电话，说我涉嫌诈骗，现在被全球 通缉 ，不能出境。 (Hi, I received a phone call yesterday. The person calling claimed to be from Department of Home Affairs. The person said I was involved with fraud and was wanted globally, so I couldn't leave Australia.)

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3.	<p>Don't worry, Ms. Liu. That's not true. Recently we have been investigating a few similar cases. They are phone scams. They ask people to add them on WeChat, and transfer money to them as a fine.</p> <p>(别担心刘女士。这不是真的。我们最近在调查几宗类似的案子，都是电话诈骗。骗子让人加微信好友，然后转钱给他们作为罚款。)</p>
4.	<p>没错，就是这样！他们让我登录微信，然后每天告诉他们我在干什么。他们还要我在手机里下载安装一个程序。</p> <p>(Yes, exactly like you said! They asked me to login WeChat and told them what I did every day. They also asked me to install an app on my phone.)</p>
5.	<p>May I take a look at your phone? Yes, I can see your chat history. But I don't understand what the app is and how it can steal your money.</p> <p>(我可以看看你的手机吗？好了，我看到了你的聊天记录。但我还是不理解这是什么程序，也不明白它是怎么偷钱。)</p>
6.	<p>那我该怎么办？我要删掉这个程序么？</p> <p>(What should I do? Should I delete the app?)</p>
7.	<p>I will take a screenshot of the chat history and send it to our detectives by email. As for the app, I suggest you go to a phone store and have it deleted professionally.</p> <p>(我会将聊天记录的截图发送到我们警探的电子邮箱。至于这个程序，我建议你去一趟手机店，让专业人员帮你卸载。)</p>
8.	<p>这帮人简直就是贼。我需要通知银行这件事吗？我的银行账户资料和钱会受到影响吗？</p> <p>(They are thieves. Do I need to tell the bank about this? Would my bank account details and money be affected?)</p>
9.	<p>No. They wanted you to transfer money to them via Western Union. If you didn't do it, your bank account will be safe.</p> <p>(不会。他们的计划是让你把钱通过西联汇款转给他们。如果你没有转，那你的银行账户就没事儿。)</p>
10.	<p>那我就放心了。我需不需要也跟中国警察报案？这样的话，中国警察可以追踪他们的电话号码，然后尽快抓住他们。</p> <p>(I'm relieved to hear that. Should I report that to the police in China too? In that case, they could track their phone number and then catch them as quickly as possible.)</p>
11.	<p>That's definitely a good idea and your information will be very helpful to the investigation.</p> <p>(这是个好主意，你提供的信息会对调查很有帮助。)</p>



12.	好的，谢谢你今天的帮助。我也会将这件事告诉我朋友，避免他们上当受骗。 (Ok, thanks for your help. I will my friends about this so that they won't fall for it.)
	End of Dialogue

1.5 Accident consultation 车祸咨询

Briefing	This dialogue takes place between a Chinese-speaking client and a lawyer. Mr. Lin is consulting the lawyer about his car accident.
1.	Good morning, Mr. Lin. Could you explain to me what happened in the accident? (早上好，林先生。可以告诉我事故是怎么发生的吗?)
2. *= "traffic signal" **= "a car tailgated me"	你好。是这样的，我出了车祸。我当时在等交通灯，突然后面的车追尾，撞上了我的车，还撞了两次。 (Hi. Here's the thing. The accident happened when I was waiting at red light* . Suddenly the car from behind hit me** , and it hit me twice.)
3.	Hit you twice? That's unusual. Did you call the police? (两次吗？这不太正常。你有报警吗?)
4.	我们报警了。那个司机跟警察说，她开车的时候在发短信，所以撞了我两次。 (I did. The driver behind told the police that she was driving and texting. That's why she hit me twice.)
5.	I see. If she told the police that she was texting, then we will have a better case. Did you go to the hospital after the accident? Were you injured? (明白。如果她承认有在发短信，那么我们的胜诉案件就大了。你之后有去医院吗？有受伤吗?)



6.	<p>是的，我去了。我的脖子一扭就感到刺痛。是我朋友开车送我去了急诊。</p> <p>(Yes. I did. I felt stabbing pain when I turned my neck. My friend drove me to the emergency room.)</p>
7.	<p>What did the doctor say?</p> <p>(医生怎么说呢?)</p>
8. *基本词汇 *= “neck protector”	<p>医生说我的脖子扭伤了。我需要戴六周的护颈，之后还要做三个月的物理治疗。</p> <p>(The doctor said I sprain my neck. I need to wear a neck brace* for 6 weeks and have physiotherapy for 3 months afterwards.)</p>
9.	<p>I'm sorry to hear that. I believe we could win the case. Drivers in the back car are usually responsible for rear-end collisions. As she admitted to texting, we can demand a higher compensation.</p> <p>(很抱歉听到这个。我相信我们会胜诉的。后车司机通常是追尾事故的责任方。由于她已经承认当时在发短信，我们可以申请更多赔偿。)</p>
10.	<p>好的。我也相信我们会赢，因为这很明显是她的错。你可以从警察那里拿到证词吗？</p> <p>(Ok. I think so too. It was obviously her fault. Can you get that statement from the police?)</p>
11.	<p>I don't see why not. I hope we can work closely to win this case. Also we have a “no win no charge” policy. That means, you don't have to pay us anything if we lost.</p> <p>(我觉得这没多大困难。我希望我们可以合作一起打赢这场官司。另外我们还有一个不赢不收费的规矩，如果我们输了官司，你不需要付钱。)</p>
12.	<p>好的，谢谢你，我会全力配合你的。那我们下次见面是什么时候呢？</p> <p>(Ok. Thanks. I will cooperate with you in any way I can. When will we see each other next time?)</p>



13.	I will see you in two months. Please make an appointment at reception on your way out. (我们两个月后会见面。你走的时候麻烦在前台做一下预约。)
14.	好的，谢谢你，祝你有一个愉快的下午。 (Ok. Thank you. Have a good afternoon.)
	End of dialogue

1.6 Access rights mediation 探视权调解

Situation *= “visitation right”	This dialogue takes place between a Chinese-speaking woman and a mediator of a divorce case. The mediator is trying to resolve the woman’s access right * dispute with her husband.
1.	Hi Ms Lin, thanks for coming today. My name is Jack, I’m the mediator assigned to you and your husband’s case. I’d like to remind you that our session is 2 hours. Let’s get started. (你好林女士。谢谢你今天能来。我叫 Jack，是今天处理你们离婚案的调解员。我想提醒一下我们这次的会议为 2 小时左右。我们可以开始了。)
2.	你好 Jack。我主要想讲一下我对前夫的担忧。我想确认一下我们之间的 谈话 是保密的吗？ (Hi Jack. I want to talk about my concerns about my ex-husband. Just to confirm, is our conversation confidential?)
3.	Of course. Our conversation is confidential. Don’t worry Ms. Lin. You said you wanted to re-establish contact with your son. Could you explain your concerns in more details? (当然。我们之间的谈话是保密的。林女士你不用担心。你之前说你想要和你儿子重新建立联系。可以跟我详细解释一下你的担忧是什么吗？)
4. *= “he’s not to be trusted”	我前夫不让我见我儿子！本来我们已经达成 协议 了，说好的上周五应该是我去 接我儿子放学 ，但我到学校之后才知道他把儿子接走了。他这个人 真不守信 ！



	(My ex-husband is not letting me see my son! We had an agreement already, that I was supposed to pick up my son from school last Friday. But not until I got there did I realise he already picked him up. He's not a trustworthy* person!)
5.	I understand. I'm just taking some notes here. Previously when my colleague tried to arrange for our meeting, you refused to be in the same room with him. Does it have anything to do with what happened last Friday? (我明白。我先把你说的记下来。之前我同事想安排调解会议的时候，你拒绝跟他见面。这跟上周五发生的事有关吗？)
6. *= "misconducted himself"	不止呢。我前夫他虐待我儿子，还威胁我。我很 害怕 。他还说儿子在 学校行为不当 。 真是荒天下之大谬。 (More than that. He abuses my son and even threatens me. I'm terrified. He also said my son is misbehaving* at school. This is just ridiculous.)
7.	I hear you. I think I understand why you didn't want to see him. However, the fact remains that you didn't pick up your son on time when he got off school. By doing that, you are undermining your access rights. (我明白了。我已经知道为什么你不愿意见他了。但实际上，你没有准时接你儿子放学。你这么做是会损害你的探视权的。)
8.	我养了孩子 13 年， 整整 13 年 ！结果换来了什么？我已经三个月没见过他啊！我前夫太 没良心 了！ (I have raised my kid for 13 years! 13 goddamn years! What did I get in return? I haven't seen him for 3 months! My ex is so ungrateful!)
9.	Ms Lin, please control yourself. Being emotional won't do you any favours. You need to make sure you pick up your child on time on your next access date. (请你控制你的情绪。感情用事是对解决问题没有任何帮助。你需要确保下次探视的时候你能准时接送你的孩子。)



10. *= "He's heartless"	他的律师还威胁我说，叫我这辈子都别想见到孩子了。他真是个没心没肺的东西！ (His lawyer even threatened me, saying I was never going to see my kid. He's such a terrible person *)
11. *“violation”和“contravention”的区别在于，前者为蓄意违反（法律法规），而后者可以有意的，也可以是无意的。	Please calm down, Ms Lin. The court has given the order that you can visit your son fortnightly. Forget about what the lawyer said. You should try to avoid any contravention to the agreement for the best interest of your son. (请你冷静。法院已下令你可以每两周探望你的儿子一次。别纠结那位律师说的话了。你应该尽量避免做违反协议的事情，这对你儿子才是最有利的。)
12. *= "restless"	你能再给我一些建议吗？你得让他的律师停止威胁我。我最近因为这件事整天坐立不安，晚上也睡不好觉。 (Can you give me more suggestions? You've got to let him stop the threats. Because of this, I have been very anxious *. I can't get a good sleep at night.)
13.	No, I'm afraid I can't. I can only wear one hat at a time. My role here is a mediator. Unfortunately, I can't do anything else. Good luck. (恐怕不行呀，我没有办法身兼多职。在这里，我的工作职责就是调解员。很遗憾，其他的事我就不能帮忙了，祝你好运。)
14.	好的，那下周五我就去接儿子，然后周一把他送回去。谢谢你了 Jack。 (Ok. I will pick up my son next Friday and send him back on Monday. Thanks, Jack.)
	End of Dialogue

1.7 Legal Aid 法律援助

Situation	This is a dialogue between Chinese-speaking Ms. Su and a solicitor from Legal Aid. Ms. Su is having her first consultation for her legal aid application.
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1.	Good afternoon, Ms. Su. I'm here to ask you some routine questions. As I understand it, you want to apply for legal aid, is that right? (下午好苏女士。我想循例问你几个问题。我没理解错的话, 你想要申请法律援助对吗?)
2.	没错。我本来想自己请律师, 但是最近我餐厅生意很差, 快维持不下去了。而且我也没有存款, 所有钱都用在餐馆经营和养家糊口去了。 (Yes. I was planning to get a lawyer myself. But my restaurant business isn't doing well and we are barely surviving. I don't have any savings. All my money is put into my business and my family.)
3. *= “subpoena”	Based on the court summons* , you are charged with theft and handling stolen goods. (根据法庭的传召令, 你被控告犯了盗窃和处理赃物的罪名。)
4.	什么? 为什么警察会怀疑我偷东西和非法处理赃物? (What? Why would I be suspected of those crimes?)
5.	According to police record, you illegally possess a large number of second-hand home appliances, which were found in the storeroom of your restaurant. What do you have to say about that? (根据警察记录, 你非法持有大量的二手家电, 而这些家电就在你餐馆的储藏室里。你要怎么解释?)
6. *= “I am wronged”	这些家电都是当地的小混混逼我买下来的。我是冤枉*的, 我并非自愿要买这些电器的。 (The local bullies forced me to buy the appliances. The accusations against me are wrong. I didn't purchase those appliances voluntarily.)
7.	I don't think that is reason enough to convince the prosecutor, as you didn't mention that in your police interview . Could you explain that in more detail? (我认为这个理由不足以说服检察官, 因为在警察问话的时候你并没有提到这些。你可以更详细地解释一下吗?)
8. *基础词汇 *= “barged in” or “entered”	是这样的。当天是端午节, 大家在店里一边庆祝, 一边吃粽子。一群小混混突然闯进我的餐馆里, 把我吓了一跳。他们威胁我说, 如果我不买的话, 他们就砸了我的店。 (Here's the thing. It was Dragon Boat Festival* that day. We were celebrating and eating rice dumplings inside the restaurant. Then out of



restaurant suddenly”	nowhere those thugs came charging in* on us. They scared the crap out of me. They threatened me that, if I didn’t buy those appliances, they would smash my restaurant.)
9.	Did you recognize them at all? (你认得那些人吗?)
10.	我认识这伙人。他们之前来我这里吃饭，不但说了很多种族歧视的话，还不给钱。真的很让人火大。 (I do. They came to my restaurant once. They said a lot of racist things, and they also didn’t pay. It made me very angry.)
11.	I understand your frustration. But you did purchase stolen goods at a low price and tried to sell them for profit. Did you know that that is illegal? (我明白你的烦恼。但是你确实低价购买了赃物，然后试图高价出售获利。你知道这是违法的吗?)
12.	那我真的是百口莫辩了。 (I don’t know how to explain this, no matter how hard I try.)
13. *基础词汇	If you are found guilty, you will be subject to good behavior bond* , community services or imprisonment. (如果你被判有罪，就要接受守行为、社区服务或者监禁的惩罚。)
14.	我明白了，那我该怎么申请法律援助呢？如果我真要上庭的话，你一定要做我的代表律师。 (I see, how do I apply for legal aid? If I do have to appear in court, please represent me as my lawyer.)
15.	I’d love to. But everything needs to wait till your application is approved. You need to fill out some forms after today’s interview. (我愿意这么做，但是一切都要等申请通过才能决定。今天会议结束后，你需要填一些表格。)
16.	好的，谢谢你，我会按照你说的去做。真的很感谢你抽空出来见我。 (Ok. Thank you, I’ll follow your instructions. Thank you for making the time to see me.)
	End of Dialogue

1.8 Parking ticket 停车罚单



Situation	The following dialogue is over the phone between a Chinese-speaking driver and a police officer. The driver received a parking ticket and wants to enquire about it.
1.	Good morning, how can I help you today? (早上好。我有什么能帮到你吗?)
2. *= “infringement notice”	你好，我今天收到一张停车的罚单，说我被罚 180 块钱。但是我不知道自己为什么会收到罚单，你可以解释一下原因么? (Hi. I received a parking fine* today, saying I have been fined for \$180. But I have no idea why. Could you please tell me why?)
3.	Sure, please give me a minute to have a look. Yes, you will need to pay a fine of \$180, because you parked your car somewhere illegally. (好的，麻烦你等等，我来看看记录。没错，你需要付 180 块钱的罚款，因为你违章停车了。)
4.	可是我当时没有见到禁止停车的标志。我只是停车到商店里逛了一圈而已，最多就停了 10 分钟。 (But I never saw any “No Parking” sign. I parked my car and walked around in a shop for about 10 minutes at most.)
5.	But you parked in a No-Parking Zone, which means you’re not permitted to stop there at any time, not even briefly. Here’s an information booklet about parking instructions and fines. (但是你把车停在了禁停区域。所谓禁停意思就是任何时候都不能在那里停车，一秒都不行。我这里有一本小册子，是有关于停车守则和罚款的解释。)
6.	好吧，我回家后会仔细看看，好好研究一下。以后更加注意道路上的标示。那我要怎么付款呢? (Ok. I will take a closer look after I get home, and know more about it. I will definitely pay more attention to the traffic signs on the road. How do I pay the fine?)
7.	You can pay here by credit card or cash, or we can arrange for you to pay by instalments. (你可以刷卡也可以用现金。或者你也可以分期付款，我们能帮你安排。)



8.	我想我还是选择分期付款吧。请你帮我安排一下。分期付款具体要怎么操作呢? (I think I prefer to pay by instalments. Please arrange that for me. So how does it work?)
9.	No problem. You will need to pay \$22.50 per week, every week for a total of eight weeks. (没问题。你每周支付 22 块 5 毛，一共需要支付八周。)
10.	好的。如果我还不上了罚款怎么办？或者我没有及时还款怎么办？ (Ok. What if I can't pay up? Or what if I miss the payment date?)
11.	Don't worry. We can rearrange your payment. Just call us or come to our office and we can do that for you. (别担心。我们会重新安排你的付款。你只要给我们打个电话或者过来我们办公室就能搞定。)
12.	好的，感谢今天你给我们的帮助。谢谢，再会。 (Good. Thanks for your help. Thanks. See you.)
	End of Dialogue

1.9 Arrears of wages 拖欠工资

Briefing	This is a dialogue between a Mandarin-speaking man and a Fair Work Ombudsman. The man in question is filing a complaint against his employer.
1.	Hello my name is Andrew, how can I help you today? (你好，我可以为你做些什么呢？)
2.	你好，我和我老婆持签证来澳洲打工已经有几个月了，但是我们一直都没有拿到工资。你能帮我们吗？ (Hi, my wife and I came to work in Australia on a visa a couple of months ago. But we haven't got our wages. Can you help us?)
3.	Sure, would you mind providing us with a bit more details? For example, what is your visa status? What is your job? It is important you describe your work in as much detail as possible, so that we can determine the hourly rate you are entitled to.



	(没问题，可以麻烦你提供更多信息吗？比方说，你持有的是什么签证呢？你的工作是什么呢？重点是，我们希望你可以尽可能详细得描述你的工作，这样便于我们判断你应得的时薪是多少。)
4.	好的。我们拿的是打工度假签证。我和我妻子现在在一家农场全职打工，和其他背包客一起摘西红柿。已经工作 4 周了。 (Ok. We are holding working holiday visas . Both my wife and I are currently working full-time in a farm. We pick tomatoes with other backpackers. We have worked there for 4 weeks.)
5.	That is not exactly a short time. Have you worked in other places before? (那工作时间不短了。那之前你有在别的地方工作过吗？)
6. *= “remote areas”	我们想要续签，就需要在偏远地区工作至少 88 天。我们干过不少活儿，工地、接待处、农场还有餐馆，都数不清了。但是这次这个老板真的很过分，已经连续四周不发工资了。 (In order to renew our visa, we need to work at least 88 days in regional* areas. We have worked in a lot of different places, construction sites, reception, farms and restaurants, you name it. But this time the boss is really out of line. We haven't been paid for 4 weeks now.)
7.	I'm so sorry to hear that. Have you talked to your employer yet? (很抱歉听到这个。你有跟你的雇主谈过吗？)
8.	有的，我老板非常生气，还说我们欠他的房租。可是我们住的那个房间很小啊。再说了，我们也没钱交租。 (Yes we have. The boss is very angry, saying we owe his rent. But the room we live in is very small. Also, we have no money to cover the rent.)
9.	What's your employment status? Have you signed any contract or printed document? (你目前受雇类型是什么呢？你有签过任何合同或者书面文件吗？)
10.	我们都不清楚。到目前为止我们都没有签过合同，也没有见过任何书面材料。他们给的都是现金。这就是我担忧的原因。 (We are not sure about that. So far we have not signed any contract. We have not seen any written documents. We are paid in cash. That's what worries me.)

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11.	Well, that doesn't sound like good news to me. You have been working in Australia for a while now. So you should have some ideas about what rights you are entitled to at work. (这听上去不是好消息。你在澳洲工作一段时间了。所以你对于自己享有的工作权利应该是有一些概念才对。)
12.	我当时也想不到自己会拿不到工资呀！求你帮帮我们吧！ (we never thought we couldn't get paid. Please help us.)
13. *ABN 和 TFN 是基础词汇	I understand your concern. We will put your case on record and provide you with assistance. Though we may need a bit more information before we can calculate the hourly rate one should have in your line of work. We also need the name of the business, its location and ABN *. (我明白你的担忧。我们会将你的情况记录在案，并给你提供帮助。不过我们需要更多信息，然后才能算出你干这份工作应该享有的时薪是多少。我们需要你所在企业的名字、地址以及澳洲商业号。)
14.	这些信息我都没有，怎么办？老板没有告诉过我们。 (I don't have that information. What should I do? The boss never told us about this.)
15.	We really need that information to start things off. Also, please fill out these forms before you leave. (我们需要这些信息来开始调查。还有，走之前麻烦你填好这些表格。)
16.	好的，我们会尽快找到你需要的信息。谢谢！ (Ok, we will find the information you need as soon as possible. Thank you!)
	End of Dialogue



Topic 2: Medical

2.1 Health report for school camping / 学校露营健康报告 I

Briefing	This is a dialogue between Mr. Lin and Dr. Brown. Mr. Lin is asking the GP to help him fill out his daughter Rebecca's medical consent form for an excursion arranged by her school.
1.	Good morning, Mr. Lin. I understand that you would like to get the record of your daughter Rebecca's physical examination, is that correct? (早上好林先生。我知道你想要你女儿 Rebecca 的体检记录, 对吗?)
2.	早上好! Brown 医生, 谢谢你今天抽空来见我。没错, Rebecca 要去参加一个学校的露营活动, 学校要求她提供一份体检报告。这就是我来的原因。 (Morning, Dr Brown! Thanks for your time to see me today. Yes, Rebecca is going to school camping. The school asked for a health check report, which is why I'm here.)
3.	I see. No problem. However, I need to know more about her medical history to fill out the first section of the report. Could you please tell me whether Rebecca has any medical conditions? Is she on any medication? (我明白。没问题。不过我需要知道更多关于她病史的资料, 才能完成这份报告的第一部分。她有患什么疾病吗? 有在服用任何药品吗?)
4. *= "shortness of breath" *= "puffer"	Rebecca 三岁的时候被诊断出有哮喘, 但她的情况一直不严重。有时候会出现气喘的情况。之前有用过喷雾器来控制病情。 (Rebecca was diagnosed with asthma at the age of three. But her condition is not serious. Sometimes she suffers from wheezing*. She used to have an inhaler* to control it.)



5.	<p>Alright, so her condition is not that severe. I saw that you have kept her prescription records. If she keeps taking her medication, there should be no problem for her to go camping. Does she have any allergies? (好的, 所以她的症状并不严重。我知道你有她的处方记录。如果她继续服药的话, 参加露营应该是没问题的。她有对什么东西过敏吗?)</p>
6. *基本词汇	<p>我记得上次我们吃海鲜, 她有点胃不舒服, 后来还拉肚子了。但是我猜她应该是食物中毒了, 而不是过敏。 (I remember that we had seafood last time and she experienced an upset stomach*. She had diarrhea* later. However, I guess it was food poisoning*, instead of allergy.)</p>
7.	<p>According to the requirements, Rebecca is also required to take a blood test. Has she done that before? (根据这里的要求, 她还需要做血检。她之前有做过吗?)</p>
8. *基本词汇	<p>她没有, 倒是我自己前不久因为需要检查胆固醇和血糖做过一次血检。 (No, she hasn't. But I took a blood test for cholesterol* and blood sugar a while ago.)</p>
9.	<p>I see. I will arrange a blood test for her. The last section of the form is about giving your consent to your daughter's treatment and this requires your signature. (我明白, 我之后会给她安排一次血检的。表格的最后一部分是需要你同意对你女儿进行治疗, 并且要在上面签字。)</p>
10. *基本词汇	<p>医生我有一些困惑。这份同意书是干什么用的? (I'm a bit confused doctor. What is the purpose of this medical consent form*?)</p>
11.	<p>Basically, the medical consent form ensures that the teachers at the camp site are authorised to provide medical treatment to your daughter when they are not able to contact you in case of an emergency. (基本上, 这份同意书能够保证, 如果老师们没有办法在紧急情况下联系到你的话, 那么他们也有权向你女儿提供医疗救助。)</p>



12.	我明白了。非常谢谢你，Brown 医生。如果有其他问题，我再来找你。 (I see. Thank you so much, Dr. Brown. I'll come to see you again if I have any other questions.)
	End of dialogue

2.2 Taking drugs 吸毒

Briefing	A Chinese-speaking mother Mrs. Jin is talking to a doctor about her son John taking drugs.
1.	Hello, Mrs. Jin. You are here today to discuss about your son John. (你好金太太。今天你来是想讨论你儿子 John。)
2.	是的，我想我的儿子正在吸毒，我很担心他。 (Yes, I think my son is taking drugs. I'm concerned about him.)
3. *基本词汇	Before we can talk any details, I would like to ask you a few questions. The drugs include marijuana* , heroin* , cocaine* and amphetamine etc. How do you know your son is taking illegal drugs? (在我们进入今天谈话细节之前，我想先问你几个问题。所谓毒品包括大麻、海洛因、可卡因以及安非他命等等。你是怎么知道你儿子在吸毒的呢?)
4.	是我最近在给他洗衣服的时候发现的，他的衣服上有很 难闻的烟味 。并且有时候他回到家昏昏沉沉，而且眼睛红红的。他最好朋友的妈妈告诉我，这是吸食大麻的现象。 (I found out when I washed his clothes recently. There is this nasty smell of smoke on his cloths. Sometimes he looks dizzy when he comes home. He also has red eyes. His best friend's mother said this is a sign of taking marijuana.)
5.	They do sound like the signs of taking marijuana. But let's not jump to any conclusions yet, Mrs. Jin. Do you find any changes in your son's mood or behaviour?



	(这些迹象确实像是在吸大麻。但金太太，我们先不要贸然下结论。你有没有发现你儿子有任何情绪或行为上的变化吗？)
6. *基本词汇 *= “grumpy”	<p>是的，他有时候变得非常暴躁还有愤怒。但是有的时候他又会变得格外的开心。我问他，他是不是吸食大麻，但他告诉我使用大麻在美国和澳洲都是合法的。</p> <p>(Yes, and he sometimes gets very cranky* and angry. But sometimes he seems very excited and happy. I asked if he was taking marijuana. But he told me using marijuana is legal in both the States and Australia.)</p>
7.	<p>It is legal to use, sell, and possess marijuana in the USA. But in Australia, individuals are not allowed to use it. And it is only used for medical and scientific research across the nation.</p> <p>(在美国使用、售卖和持有大麻确实是合法的。但是在澳洲，个人是不允许使用的。在澳洲，大麻一般是用来进行医学和科学研究的。)</p>
8.	<p>他以前从来都不去国家公园和音乐会。但是现在他开始去了，而且是他的朋友们来接他去的。我问过他，他说大麻的危害比抽烟喝酒好小。</p> <p>(He never went to national parks and concerts before. But now he does. And his friends tend to pick him up. I asked him about that and he said marijuana is less harmful than smoking or drinking.)</p>
9. *基本词汇	<p>That's not necessarily true, Mrs Jin. Taking marijuana does not just affect one's emotion and behaviours. It also harms stomach, intestines* and liver. Have you told him about these detrimental effects?</p> <p>(金太太，这不太对。吸大麻不仅会影响一个人的情绪和行为，还会伤害人的肠胃和肝脏。你有没有跟他讲过这些危害吗？)</p>



10.	<p>我知道大麻对人的身心有害，但没想到居然会是这么严重。我有跟他讲过类似的话，可能没那么详细。天啊，再这样下去他的前途就会毁了。我真的不想让毒品毁了他的一生，我想让他有个新的开始。那我的儿子应该怎么办呢？你可以帮助他吗？</p> <p>(I knew marijuana was detrimental to people's mental and physical health, but I never thought it was this serious. I said something like that to him once but not as thorough as the way you put it. Oh god, he will destroy himself if he continues down this path. I really don't want drugs to ruin his life. I want him to start over. What should I do with my son? Can you help him?)</p>
11.	<p>He can go to alcohol and smoking rehabilitation centre for teenagers. And also, the counselling teachers at school and psychologist will help him. We can arrange that for him.</p> <p>(他可以去专为青少年设立的戒酒戒烟中心戒毒。而且学校的辅导老师和咨询师也能帮到他。我们会帮他安排的。)</p>
12.	<p>谢谢你了，医生。</p> <p>(Thanks, doctor.)</p>
	End of dialogue

2.3 Pregnancy consultation 孕检

Situation	The following dialogue takes place between a Chinese speaking woman, Mrs. Wang and her local GP. Mrs. Wang is pregnant and seeking advice from her GP.
1.	<p>Hello, Mrs. Wang. I haven't seen you for a while. How are you feeling?</p> <p>(你好王女士。我们有一段时间没见了，你最近感觉怎么样？)</p>
2.	<p>你好，医生。我今天来是因为我怀孕了。我想问一些怀孕的注意事项。</p> <p>(Hi, doctor. I'm here because I'm pregnant. I'd like to know about what I need to pay attention to for the pregnancy.)</p>
3.	<p>Congratulations! Well, there are some things I need to confirm with you. First, do you smoke or drink?</p> <p>(恭喜你啊！这样，我需要跟你确认几件事。首先，你抽烟喝酒吗？)</p>



4.	我不抽烟，也基本不喝酒。但有的时候跟朋友出去会喝一点红酒。 (I don't smoke, and I don't usually drink. But sometimes when I go out with my friends, I'd drink a little red wine.)
5.	Drinking has been linked to some serious diseases for babies. It's quite harmful for their development. So, I suggest you stop drinking during your pregnancy. (饮酒被证实跟一些胎儿会患上的严重疾病有关联。所以喝酒对于宝宝的发育是有害的。我建议孕期不要喝酒。)
6.	好的，我可以做到。我听说怀孕的时候要尽量不吃海鲜，特别是贝类产品。 (Ok, I can do that. I heard that during pregnancy we should not eat seafood, especially shellfish.)
7.	Yes. Seafood contains certain heavy metals. Make sure you have plenty of healthy food, such as fresh vegetables, fruits, meat, protein and dairy products. (没错，海产含有某些重金属元素。你需要吃大量健康的食物，包括新鲜蔬果、肉类、蛋白质以及乳制品。)
8. *基本词汇	好的。有一个朋友告诉我说，在她怀孕的时候，她每天会吃很多维生素，并且还补钙和补铁。 (Ok. A friend told me that during her pregnancy, she took a lot of vitamin as well as calcium and iron supplements *.)
9.	Yes. Both calcium and iron are beneficial for child development. I will also suggest doing more exercise. Do you usually do any physical activities? (是的，钙和铁对胎儿成长是很有益处的。同时我也建议你做运动。你有做什么体育运动吗？)
10.	我平时喜欢打羽毛球，但现在不打了，怕对孩子有影响。 (I used to play badminton, but now I don't. I fear it would harm my baby.)
11.	You can play badminton for the first 3 to 4 months of your pregnancy. After that, I recommend you try activities that don't require a lot of balance or coordination, such as swimming and walking. (头三四个月的孕期你是可以打羽毛球的。之后的话我建议你转为做一些不需要太多身体平衡或者协调的活动，譬如游泳和散步。)



12. *=strolling	好的。我会按照你的指示，尽量去游泳和散步的。谢谢。 (Ok, I will follow your instructions and try to do more swimming and walking*. Thanks.)
	End of Dialogue

2.4 Health report for school camping II 学校露营健康报告 II

Situation	The following dialogue takes place between a Chinese speaking father Mr. Jin and an English-speaking GP. He is asking the doctor to fill in a medical form for his son Simon to attend the school camp.
1.	Good morning, Mr. Jin. I believe you came here to talk about your son Simon, is that right? (金先生早上好。你今天来是想要谈谈你儿子 Simon 的事情对吗?)
2.	早上好，医生。我儿子西蒙要参加学校的野营活动。这是他拿回家的健康医疗表。 (Good morning, doctor. My son Simon is going to a school camping activity. This is the medical form he brought home.)
3.	Yes, I have seen the form before. I need to understand your son's medical history before I can fill it in. So, I will ask you some questions about him. (没错，我有见过这张表格。我需要知道你儿子的病历，然后才可以填写表格。所以我需要问你关于他的问题。)
4.	这张表看上去很复杂，看得我很头疼。上面都问了什么问题呢？我儿子需要体检吗？ (This form is so complicated it gives me headache. What questions are on there? Does my son need to take a health check?)
5. *高难词汇	Let's have a look at the first section of the form. In this section, they ask about his allergy and immunisation record. Has he had mumps* , polio* , tetanus* , measles* or rubella before? (我们先看看表格第一部分是什么吧。这里问的是关于他过敏和疫苗接种的历史。他以前有患过腮腺炎、破伤风、小儿麻痹症、麻疹或者风疹吗?)
6. *="青霉素"	你说的这些他都有接种过。他的全部疫苗接种记录我们都有保留。他小时候对 盘尼西林* 过敏。这需要告诉学校吗？



	(He has been vaccinated against all of those. We have kept all the records. When he was young, he was allergic to penicillin. Does the school need to know?)
7.	If it isn't mentioned in the medical form, then you don't need to tell the school. As long as the school is notified of his allergy, your son's school camp won't be affected. (如果表格上没有提到的话你是不需要告诉学校的。只要学校知道他过敏的情况, Simon 的野营就不会受到影响。)
8.	他前几天吃了海鲜之后胃不舒服, 而且还拉肚子。不过我觉得他像是食物中毒而不是食物过敏。 (He had some seafood the other day and had an upset stomach. He also had a diarrhea. But I think it was food poisoning rather than food allergy.)
9.	That sounds right. The school also asked whether he has taken cholesterol, heartbeat and blood tests. Did he take these tests before? (听上去确实如此。学校还问他有没有做过胆固醇、心率和血液的检查。这些他有做过吗?)
10.	没有, 那我们就做血检吧。我需要在最后一栏签字是吗? (No. Let's take a blood test then. I need to sign at the end, right?)
11.	That's correct. This is a medical treatment consent form. It will authorise the in-charge teacher at the camp to give Simon any necessary medical procedure if they can't contact you. (没错。这是治疗同意书。作用是授权给露营的负责老师在联系不到你的情况下)
12.	原来如此。那请你帮我们预约血检吧。拜托你了医生。 (I see. Please help us arrange a blood test appointment. I'm counting on you doctor.)
	End of Dialogue

2.5 Inquiry for prescription / 开药咨询 /

Briefing	This is a dialogue between a pharmacist at a local chemist and a Chinese-speaking customer. The customer wants to buy prescribed medicine.
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1.	Good afternoon, I'm John. How can I help you today? (下午好, 我是 John。有什么能帮到你?)
2.	下午好, 我刚从隔壁诊所的医生那边看完病, 他给我开了个处方, 你能帮我看看是什么药吗? (Good afternoon. I just saw a doctor from the clinic nearby. He prescribed me some medicine. Could you tell me what it is?)
3.	Sure, no problem. Have you taken this prescription before? May I ask what the medicine is for? (好的没问题。你之前有吃过这种药吗? 我可以问问这些药是治什么病的吗?)
4.	我是第一次用这个药, 我的胳膊有点问题, 所以我就去看了医生。 (It's the first time I use it. I have a health problem with my shoulder, so I had to see a doctor.)
5.	I see. Well, I have got some customer feedback that this medicine is very effective. Are you taking any other medicines at the moment? (明白。是这样, 一些顾客反映这个药很有效。你有在吃别的药吗?)
6.	是的, 我还在吃心脏病的药, 就是这一个药。我老是记不住它的名字, 于是就随身带着它。 (Yes, I am still taking medicine for my heart disease. This is it. I don't remember its name so I carry it with me.)
7.	That's a good idea. Let me have a look. It's OK to take the two medicines together. (这个主意很好。我看看你这个药吧。这两种药一起吃是没问题的。)
8.	好的, 关于新开的药, 有什么注意事项吗? 有什么要忌口的吗? (Yes. About the new medicine, what should I pay attention to? Is there anything I am not allowed to eat?)
9. *随餐服用	You can eat whatever you like. You need to take two tablets in the morning and two in the evening, both with meal. Make sure you finish the entire course. (没什么需要忌口的。这个药你需要早上吃两片, 晚上也吃两片, 都需要饭后吃*。要把这个疗程的药给吃完。)
10.	好, 早晚各吃两片。我会记得按指示服药的。这个新药有什么副作用吗?



	(Ok, two in the morning and two in the evening. I will follow the instructions. Are there any side effects with the new drug?)
11. *基本词汇	Yes, you could have side effects such as headache, dizziness, nausea* or vomiting* . If you experience any of them, please see a doctor immediately. (没错。你身上可能会出现一些副作用，比如头痛、头晕、恶心和呕吐。如果你有这些症状的话，请马上去看医生。)
12.	好的，谢谢。可以再给我推荐一些好的牌子的防晒霜啊？我想买一些。我听说在澳大利亚，出门不涂防晒霜是不行的。 (Ok, thanks. Could you please recommend some quality sunscreen ? I want to buy some. I heard that it's important to apply sunscreen outdoors in Australia.)
13.	Precisely, protecting your skin from the sun is very important in Australia. Sunscreens are at the end of aisle 3 . My colleagues will help you find one. (很对。澳洲防晒十分重要。防晒霜在第三排的尽头。我的同事会帮你。)
14.	好的我去看看。感谢你的帮助，祝你有个愉快的下午。 (Ok, I will have a look. Thanks so much for your help. Have a lovely afternoon.)
	End of Dialogue

2.6 Inquiry for prescription II 开药咨询 II

Briefing	This is a dialogue that takes place between a Chinese-speaking patient and a GP. The patient would like to enquire about his medication.
1.	Hi, how are you? How can I help you? (你好吗？有什么可以帮到你呢？)
2.	医生你好。能不能麻烦你帮我开新的降血压和胆固醇的药？这些药我已经吃了六年了。 (Hi doctor. Can you prescribe me new drugs that lower blood pressure and cholesterol ? I have been taking the same medicines for 6 years.)



3.	No problem. 6 years is a long time. Have you taken any blood test to measure your cholesterol and blood pressure levels? (没问题。六年很长了。你有做过血检来检测胆固醇和血压水平吗?)
4.	我上个月在国内做了体检，也拿到了有效期一年的处方。但是这张处方在澳洲没用，所以我需要一份新的处方。 (I did a body check in China last month. I got a prescription that is valid for a year. But since it isn't recognised in Australia, I need a new one.)
5.	That's fine. Do you have the results of your medical tests, or old prescriptions with you by any chance? I will run a check in our database to see if we have anything similar. (可以的。你有带过来你的检查结果报告或者以前的药方吗？我在资料库里查一查，看看有没有对应的药。)
6.	有的，不过处方不是全英文的，只有里面的有效成分是英文。澳洲医生应该看得懂。 (Yes, but the prescription isn't all in English. Only names of the effective components are. Australian doctors should be able to understand it.)
7. *“pill”、 “tablet”一律简 单译为药片	Let me look it up for you. I found some similar medicines in our database and the dosage required is the same. You should take one pill* every morning. (我给你查一下。我在资料库里找到了一些对应的药，服用这些药的剂量也是一样的。你每天早上需要吃一片。)
8.	太好了，这样我就不容易忘记吃药了。那医生，你给我开的处方药我可以吃多久呢？ (Great, that way I won't forget to take medicine. How long does the prescription last?)
9. *= “3 repeats”	I will write you a prescription that contains 3 courses* of medication. You can use it for the next 6 months. But don't forget to come back and let me know if anything is alright.



	(我会给你开药。这张药方里的药有三个疗程。足够你接下来 6 个月使用。但是记得要回来复诊, 让我看看有没有问题。)
10.	好的, 那我这就去预约下一次见面的时间, 然后去药店买药。谢谢你医生。 (Ok. I will make the appointment for next time and buy medicine at the chemist. Thanks doctor.)
	End of dialogue

2.7 Medical consultation 看病

Briefing *高难词汇	This is a dialogue that takes place between a doctor in a local hospital and a Chinese speaking patient Mrs. Liu, who has been diagnosed with malaria *.
1.	Hello, Mrs. Liu, how can I help you today? (你好刘女士, 有什么可以帮到你呢?)
2. *基本词汇	你好医生, 两天前我感到恶心、头晕还有肌肉酸痛。我吃了扑热息痛, 但是体温还是很高。 (Hi doctor. Two days ago, I started to experience nausea , dizziness and sore muscles *. I had paracetamol * but my temperature was still high.)
3.	Based on the description, you seem to be in rough shape. Let me take your temperature. I see. Your temperature is a bit high. (根据你的描述, 你的状态确实不太好。我来量量你的体温吧。我知道了, 你的体温确实有点高。)
4.	是的, 我体温一直很高, 我昨晚吃了药之后降下来了, 但后来又升上去了。医生, 我到底怎么了? (Yes. My temperature has always been high. I had some medicine last night and it went down. But later it went up again. Doctor, what's wrong with me?)



5.	It looks like a viral infection. I want you to take a blood test and I need the preliminary result before I can arrive at an accurate diagnosis. For the time being, you should take paracetamol regularly to keep your body temperature down. You also need to take vitamin C. (看起来有点像是病毒感染。你需要去做血检。有个初步血检结果才能给你做准确的诊断。现在你应该继续定期吃扑热息痛降温。而且你还需要吃维生素 C。)
6.	好的医生。我会按照你说的去做。我之前以为是流感引起的。 (Ok, doctor. I will follow your instructions. I thought it was the flu.)
7.	It may have been caused by mosquito bites. Have you been bitten by mosquitoes recently? (有可能是蚊子叮咬造成的。你最近有被蚊子咬过吗?)
8.	是的, 我已经尽可能防范了, 也用了驱蚊剂, 但是还是被咬了几口。 (Yes. I tried my best to avoid mosquito bites and used repellent. But I still caught a few bites.)
9.	Where did you have the mosquito bites? Have you travelled overseas recently? (你是在哪里被咬的呀? 你最近有出国吗?)
10.	我上周刚从国外出差回来, 就是那时候被叮的。 (I came back from an overseas business trip last week. I was bitten during that time.)
11.	I believe that's why you suffer from those symptoms. Some people are diagnosed with malaria when they come back from Africa. (我觉得这就是原因了。有些人从非洲回来后就被诊断出患有疟疾。)
12.	那可怎么办啊? 我还要上班呢。刚才我甚至都不能开车, 还是我女儿送我来医院的。那我需要住院吗? (What should I do? I have to go to work. I couldn't drive here today. It was my daughter who took me to the hospital. Do I need to stay in hospital?)



13.	Depends on the severity of your condition. You may stay home and rest if your symptoms are mild. But if they are serious, you would have to be hospitalised. Let's wait for your test result and then decide what to do. (这取决于你的病情。如果症状轻微的话，你可以待在家里休息。但是严重的话你就要住院了。先等一等你的检查结果再决定怎么做吧。)
	End of dialogue

2.8 Heat Rash 热疹

Briefing	The following dialogue takes place in a medical centre between a family doctor and a Chinese-speaking patient. The patient goes to see the doctor about the rash on his skin.
1.	Good afternoon, Mr. Huang. You're not looking so well. What seems to be the problem? (午安黄先生。你看起来脸色不太好。有哪里不舒服吗?)
2. *基础词汇	医生你好，我最近这几天身上出了很多红疹和水泡，而且它们又痒又疼。我该怎么办呀? (Hi doctor. I have had red rashes * and blisters * on my body in the last few days. They are itchy and painful. What should I do?)
3. *基础词汇	Please let me have a look. Oh my! You have developed heat rash *. (让我看看。天啊，你身上长的是热疹。)
4.	不会吧。我的天，这太可怕了。以前不是有句老话说，如果痱子在人身上长成了一个圈的话，那估计就活不了了。这是真的吗? (No way. My god that sounds scary. I remember there's this old saying that, if heat rash grows into a circle on one's body, one would not survive. Is that true?)
5.	Don't worry, Mr. Huang. Like you said, it's just an old saying. Nothing more. Your rash happened because your skin is not able to breathe under the hot weather. Then heat is trapped under your skin and with your clothes on, it cannot escape, causing heat rash.



	(黄先生别担心。像你说的，这也就是一句古话。仅此而已。你之所以有痱子，是因为天气热了你的皮肤不透气。然后热气郁结在皮肤里，加上外面穿了衣服，你的身体无法散热，导致你出现热痱。)
6.	原来如此。不过医生，我还是感觉很不舒服，有痱子的位置非常痒。有什么缓解的办法吗？ (I see. But doctor, I still feel unwell. I feel really itchy in my affected skin area. Is there any way to relieve the symptoms?)
7. * = “go away” or “disappear”	For the symptoms of itchiness and pain to resolve *, you need to wear light clothing and avoid overheating your body. I also recommend applying some ointments on the affected skin area to make you feel better. (要想瘙痒和疼痛的症状消退，你需要穿薄衣服，并且要避免让你身体过热。我建议涂一些药膏在受影响的部位，这样应该会好一些。)
8.	好的，医生。我会照做的。那我这个痱子会传染吗？ (Ok, doctor. I will follow your instructions. Is heat rash infectious?)
9.	No, it isn't. But it can itch for a prolonged period of time. Try not to scratch it though. It might cause an infection. (不会的。但是瘙痒会持续很长时间。你不要挠，挠它可能会感染。)
10.	那医生，能麻烦你跟我老婆解释一下吗？我老婆因为我有痱子，不让我回家，也不让我碰她和孩子。她还往自己和孩子身上喷药，以为会传染。 (Could you help me explain this to my wife, doctor? Because of my rash, my wife doesn't allow me into the house, also she doesn't allow me to touch her or the kids. She also sprays herself and the kids with medication, thinking it could be contagious.)
11. * = “vulnerable”	I understand her actions may not sit well with you, but she does have a point. Children are fairly susceptible * to heat rash due to their underdeveloped skin. I'd be happy to talk to her. Also, it needs to be treated, because it will be even more painful if it spreads to other parts of your body.



	(我能理解她这么做你会感觉很不舒服，但是她也有道理。小孩皮肤没完全发育，他们很容易患上热疹。我很愿意跟她解释。另外，热疹还是需要治疗的，如果蔓延到身体的其他位置，只会让你更疼痛。)
12.	我以前也有过疹子，但后来就自己消退了。那之后会不会一直复发呢？ (I had rashes before, but it went away on its own. Do you think it will come back?)
13.	In general, it won't. As long as you take cool showers and avoid activities that cause sweating, you will be fine. (一般是不会的。只要你洗冷水澡，避免出汗，那就没问题。)
14. *= "topical"	明白了。除了口服药，我需要什么外用药或者外敷药膏吗？ (I see. Apart from oral medication, do I need any medicine or ointment for external* use?)
15.	You need a soothing ointment which you can find over the counter at pharmacy. As for other medicine, I will prescribe you some anti-inflammatories. (你需要一种缓解疼痛的药膏，你可以在药店找到这种非处方药膏。至于其他的话，我会给你开一些消炎药的。)
16.	好的，那我等会拿到你的处方后马上去药店。谢谢！ (Ok, I will go straight to the chemist with your prescription. Thank you!)
	End of Dialogue

2.9 Children Immunisation 儿童免疫接种

Situation	This is a dialogue between a Chinese-speaking mother and the homeroom teacher from her child's school. She received a letter from the school about her child's immunisation.
1.	你好，我最近我收到一封信，是关于我孩子的疫苗接种。想问一下，这封信是讲什么的呢？



	(Hello. I recently received a letter concerning my kid's immunisation. What is this letter about?)
2.	Let me have a look. Yes, this is a notice for parents about the National Immunisation Program Schedule. Children of Year 8 or below are offered free vaccines injection against certain diseases. (我看一下。没错，这封信是告知所有家长，有关于国家疫苗接种计划的事情。这个计划会免费向所有八年级一下的孩子提供疫苗来预防某些疾病。)
3.	原来是这样。我在孩子打疫苗前需要做些什么呢？ (I see. What do we need to do before the vaccination?)
4.	You need to read the Consent Form and Vaccine Fact Sheet carefully, and then sign the Consent Form. (没错。你要仔细看一下同意书和接种情况说明书，然后在同意书上签字。)
5. *基础词汇	好的，我有些担心接种疫苗后他会产生不良反应。那需要在同意书上填写我儿子的健康状况和过敏史吗？ (Ok. I'm worried that he might have adverse reactions * after the vaccination. Do I need to write down my kid's health condition and allergy history in the form?)
6.	Yes, you need to fill in the form with details of your child's health condition, allergy history and medication history, to make sure that he does not experience severe allergic reactions caused by the vaccines. Has he had any allergic reactions before? (是的。你需要填写你孩子的基本健康状况、过敏史以及服药历史，来确保小孩接种疫苗后不会产生严重的过敏反应。他之前有出现任何过敏反应吗？)
7. *基本词汇	有的。他小时候免疫力比较差。上次免疫接种以后，他会发低烧和起疹子。 (Yes. He had low immunity when he was little. Last time when he was vaccinated, he had low fever and rashes * after that.)
8.	You should write those down. Do you think that his allergic reactions may have been triggered by medication? (你应该把这些记下来。你觉得这些过敏反应有可能是吃药导致的吗？)



9.	我孩子并没有定期服用药物的习惯。我想问一下，接种疫苗会引发类似症状吗？ (He isn't on any medication. Would vaccination itself be the trigger of those symptoms?)
10. *= “underlying causes”	No. these are uncommon symptoms, which indicate there are other root causes* for them to appear. If we know what those causes are, then we can be prepared for those emergencies. (不会。这些症状并不常见，说明是由其他深层次的原因所导致的。如果我们知道这些根本原因是什么，那么我们可以提前做好准备，应付紧急情况。)
11.	你指的根本病因是什么？ (What do you mean by root causes?)
12.	It may have something to do with his immune system. Maybe he's allergic to something, or has taken medicine that weakened his immune system. (也许跟他的免疫系统有关。可能因为他对某些东西过敏，又或者在吃削弱免疫力的药物。)
13.	我倒是没发现我儿子对什么东西过敏。他也没有长期服用降低他免疫力的药物。 (I don't know about my son having any allergies. Nor is he on medication that lowers his immunity.)
14.	I see. We will keep an eye on him when he receives vaccination. If the injection area becomes red or swollen after vaccination, you can put an ice pack on it to cool it down. If he develops worse symptoms like breathing difficulty, you should take him to hospital immediately. (我知道了。我们会密切留意他接种疫苗。如果之后打针的位置出现红肿的话，你可以用冰袋降温。如果他情况恶化，出现呼吸困难之类的症状，那就需要立即去医院就医。)
15.	明白，我都记下来了。我需要在哪儿签名呢？ (Understood. I already wrote them down. Where do I sign?)
16.	Please tick the red or green box in the consent form, to indicate which vaccines your child is going to receive or not receive, then sign in at the bottom.



	(请在同意书上的红色或绿色框框里面打勾，表示你的孩子要打哪些疫苗，有哪些不需要。然后在最底下签名。)
17.	谢谢你。如果他接种疫苗后出现什么症状，我会通知你们的。 (Thanks. If he has any symptoms after vaccination, I will let you know.)
18.	No problem. If you need anything, just contact us online or give us a call. (没问题。如果你有任何需要，请通过网络或者电话联系我们。)
	End of Dialogue

2.10 Blood test 血液检查

Briefing	The following dialogue is between a Chinese-speaking patient with blood phobia and a nurse at a local clinic. The patient is about to have a blood test.
1.	Good morning, Mrs. Liu, how can I help you? (早安，刘女士，我可以为你做些什么呢？)
2.	早上好，我是来验血的，我这里有医生的转诊信。 (Good morning. I'm here to have a blood test. This is the referral letter from my doctor.)
3.	Well, you've come to the right place. Let me see the referral letter. (你来对地方了。让我看看这封转介信。)
4.	好，给你。我从来没有验过血，有点紧张。我一见到血就会头晕。 (Ok, here you are. I've never taken a blood test before. I'm a bit nervous. I faint at sight of blood.)
5.	Don't worry. It's not painful. You'll only feel a slight prick when the needle first pierces your skin. (别担心。不疼。针刚扎进你皮肤的时候，你只会感觉到轻微刺痛。)
6.	不！我就是不要听到这些。我一看到血或者一想到血都会晕过去的。 (No, I can't listen to you talk about it. The mere sight of blood or thought of it could see me faint.)
7.	Then I'll suggest you look the other way when I do the blood test. You don't have to sit up during the procedure, I can let you lie down if it makes you feel more comfortable.



	(那我建议血检的时候你不要看着。到时你不需要坐着。如果你感觉更放松的话，你可以躺着。)
8.	这是个好注意。那我现在可以躺下来了吗？ (Good idea. Can I lie down now?)
9.	Before you lie down, are you right-handed or left-handed? (你躺下前，我想问你是右撇子还是左撇子？)
10.	啊？你为什么问这个？这个和验血有什么关系吗？ (What? Why would you ask that? what does that get to do with blood testing?)
11. *直译会 扣分	Well, we won't take blood from your stronger arm *. This is because it could cause bruising or swelling on the area where the blood was drawn. (我们一般不会抽你惯用手的血。这是因为抽血的地方可能会出现 肿胀或者淤青 。)
12.	哦，原来是这样。我是左撇子。 (I see. I'm left-handed.)
13.	Ok. Please lie down and put your head here. I'll need you to make a fist , and then unclench it when I tell you to. I'm looking for your vein. (好的。请你躺下，头放这里。然后握紧拳头，等我喊你的时候再松开。我在找你的静脉。)
14.	好。我需要先做深呼吸，让我放松一下。我可以想象自己在一个阳光明媚的日子里，坐在一个美丽瀑布的边上。 (Ok. I need to take a deep breath to loosen up . I can imagine myself sitting next to a beautiful waterfall, in a sunny day.)
15.	Okay, it's all done. You can get up when you're ready. Please check that your name and date of birth is correct. (好，搞定了。你觉得没问题就可以起来了。请你看看你的姓名和出生日期有没有问题。)
16.	什么？已经做好了？太好了！我一点感觉都没有。真是谢谢你这么有耐心的帮助我。 (What? We're done already? That's great! I didn't feel a thing. Thanks for your help and your patience.)
	End of Dialogue

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2.11 Night Nursing Centre Hotline 夜间护士站电话咨询

Briefing	This is a dialogue between a Mandarin-speaking man, Mr Li and a duty nurse at Night Nursing Centre Hotline. Mr Li wanted to enquire about his son's serious flu symptoms.
1.	Hello, I'm Sarra. This is Nurse-On-Call. How can I help? (你好我是 Sarra, 我们这里是电话当值护士服务。我今天有什么可以帮到你呢?)
2.	你好, Sarra。我很担心我的儿子。他身上出现了咳嗽、发烧、出汗和体温高等症状, 并且睡不着觉。我怀疑他患上流感了。 (Hi, Sarra. I'm worried about my son. He's suffering from symptoms such as coughing, fever, sweating and high temperature. He also can't fall asleep. I think he caught a flu.)
3.	I'm sorry to hear that, Sir. Why do you think he got a flu? (先生听到这个消息我真的很抱歉。你为什么会觉得他患上了流感呢?)
4.	我太太认为他前天在跟同学玩儿的时候被传染了, 而且其他人也生病了。 (My wife thinks he was infected when playing with kids in the same group. Others got it too.)
5.	How old is your son? Did he receive the vaccination this year? (你儿子今年几岁了? 他今年有接种疫苗吗?)
6.	他今年 4 岁多了。他今年已经打了。医生说他非常乖, 打针的时候还没哭呢。 (He's four now. He's been vaccinated already this year. The doctor said he was a good boy and he didn't cry when he was injected.)
7.	Does he have any other medical conditions or allergies? (他身上还有其他的疾病或者过敏情况吗?)



8.	<p>没有，他一直很健康，很少生病。据我们所知，他没有对什么东西过敏。</p> <p>(No. He's always healthy. He rarely got sick. As far as we know, he is not allergic to anything.)</p>
9.	<p>Based on your description, it is actually fairly unlikely for him to contract a flu if he's already immunised. It sounds like he just caught a bad cold. Hence for the symptoms of coughing and fever.</p> <p>(那如果他已经接种过疫苗的话，那他基本上不可能患上流感的。这应该只是一次严重的感冒而已。这也能解释你儿童咳嗽和发烧的症状。)</p>
10.	<p>听你这么说我就放心了。对了医生，我还很担心他的体温会不会过高，我要怎样去量他的体温呢？</p> <p>(It's such a relief to hear that. By the way doctor, I'm worried if his temperature is a bit too high. How do I take his temperature?)</p>
11. *基础词汇	<p>If you have a thermometer, place the tip of it under his tongue or armpit* in order to take his temperature. Please tell me what it is after you are finished.</p> <p>(如果你手上有体温计的话，你可以将体温计的一头放在他舌头的下面或者腋窝的位置，这样就可以测出他的体温了。测出来之后麻烦告诉我他体温是多少。)</p>
12.	<p>好的，我老婆已经量好他的体温了。像你说的，她把体温计放到他舌头的下面，体温计显示 38 度。这个温度算高么？</p> <p>(Ok, my wife just took his temperature. Like you said, she put it under his tongue, the thermometer reads 38 degrees. Is it considered high temperature?)</p>
13. *= “Panadol”	<p>That's not a dangerous temperature, though he does have a fever. You can give him some paracetamol* and take him to the hospital tomorrow morning. If his condition worsens before tomorrow morning, please call 000.</p> <p>(这种温度不算危险，不过他确实是发烧了。你可以给他吃一些扑热息痛，然后明天一早带他去医院看看。如果明早去医院之前他的病情有所恶化的话，请你拨打 000。)</p>



14.	<p>哦，我家里正好有扑热息痛。幸好我打给你了 Sarra，你真的帮了我很大的忙，谢谢你！</p> <p>(oh, I have paracetamol at home. It's so lucky I called you, Sarra. You really helped out a lot. Thanks so much!)</p>
	End of Dialogue

2.12 Medical consultation II 看病 II

Briefing	This is a dialogue between a Mandarin-speaking patient Ms. Lin and a doctor named William. The patient Ms. Lin comes to ask about her cold.
1.	<p>Good morning, Ms. Lin. I understand you came here today because you had a cold, right?</p> <p>(早上好林小姐。我知道你今天来是因为你得了感冒对吗?)</p>
2.	<p>你好，威廉医生。是的，我得了感冒有一周了。</p> <p>(Hi, Dr. William. Yes, I have had a cold for about a week now.)</p>
3.	<p>Don't worry. Can you tell me what's wrong?</p> <p>(别担心。你能告诉我什么地方不舒服吗?)</p>
4.	<p>三周前我就感觉不舒服。我觉得喉咙有点疼，一直流鼻涕和咳嗽，我好像得了流感。</p> <p>(Three weeks ago, I started to feel unwell. I experienced mild sore throat, runny nose and coughing. I thought I had a flu.)</p>
5.	<p>I think you just had a bad cold, not flu. Your symptoms would have been much worse if you had a flu.</p> <p>(我觉得这不是流感，只是严重的感冒而已。如果是流感的话你的症状会比现在严重得多。)</p>
6.	<p>是吗？我真觉得我得了流感。我都不能工作了，我可以跟老板说吗？我怕我会失去工作。</p> <p>(Really? I feel like I do have the flu. I'm not able to work now, can I talk to my boss about this? I'm afraid I might lose the job.)</p>

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7.	Don't worry, I can sign you a medical certificate if you want. You won't lose your job because of your condition. (别担心。需要的话我可以给你提供医学证明的。你不会因为你的病情而失业。)
8.	太好了。这个病会传染给我小孩吗? (That sounds great. Is this going to infect my children?)
9.	You need to cover your mouth when you cough, and wash your hands after. Your children will be fine. (你咳嗽的时候需要捂住嘴巴, 之后还要洗手。你的孩子不会有事的。)
10.	我在办公室工作, 会不会传染给其他同事? 我吃了感冒流感药片和三片维生素片。 (I work at the office. Is it likely to infect my colleagues? I had medication against the cold and flu, and also three vitamin pills.)
11.	You should stay at home. It is good for your recovery, and other people will not be infected. (你应该呆在家里。这对你恢复健康有帮助, 而其他人也不会被感染。)
12.	好的, 谢谢你威廉医生, 我会待在家里, 希望能尽快康复。 (OK, thank you doctor. I will stay at home and hopefully I will recover soon.)
	End of Dialogue



Topic 3: Community

3.1 Mother's death 母亲去世

Briefing	A clerk from the Coroner's office is talking to a Chinese-speaking man named Mr. Li, in regards to the legal procedures after his mother's death.
1.	Hello, Mr Li. I understand that today we are discussing issues concerning your mother's death. (你好李先生。我知道今天我们是讨论关于你母亲去世的事情。)
2.	没错，我有些问题正想要问你。我母亲的遗体现在在哪里呢？我什么时候可以取回我母亲的遗体？ (Yes, I was about to ask you some questions. Where is my mother's body right now? When can I retrieve my mother's body?)
3. *基本词汇	Your mother's body is currently in the mortuary* of a local hospital. We still need time to examine your mother's body. How did you notice your mother's death? (你母亲的遗体现在在当地医院的太平间。我们还需要时间检查你母亲的遗体。你是怎么发现你母亲过世的事情的?)
4.	那天早上我醒来后就离开卧室里下楼。当时我看到我母亲躺在客厅的地板上。我就上前去叫她，但是不管我怎么做都没有反应。我就打了电话叫救护车。之后警察也来了。 (In the morning of that day, I woke up and then left my bedroom, and went downstairs. Then I saw my mother lying on the living room's floor. Then I tried to wake her up but there was no response no matter how hard I tried. I picked up the phone and rang ambulance. The police came afterwards.)
5. *基本词汇	Unfortunately, your mother passed away before the paramedics arrived, so they had to contact the police for further investigation.



	<p>Because your mother did not have any medical records in Australia, we had to perform an autopsy* on her body to determine her cause of death. How did your mother come to Australia?</p> <p>(不幸的是，你母亲在救护人员到场前就去世了，所以他们需要联系警察做进一步的调查。因为你妈妈在澳洲没有医疗记录，所以我们只能对她进行尸检，以断定死因。你母亲是怎么来到澳洲的呢？)</p>
6.	<p>我母亲是持旅游签证来到澳大利亚的。尽管她很老了，但是她很精神并且很少生病，所以她没有在澳洲看过医生。</p> <p>(My mother came to Australia on a visitor visa. Despite her advanced age, she was quite healthy and rarely got sick. So, she didn't see a doctor in Australia.)</p>
7.	<p>I see. Though I believe what you said, investigation still needs to happen. I hope you understand.</p> <p>(我明白了。虽然我相信你的话，但是我们仍然需要进行调查。我希望你可以理解。)</p>
8. *可译为“filial piety” **不可译为“complete”	<p>我很尊重澳大利亚的法律，但是作为中国人，你们的做法我们是很忌讳的，能不能保证她的遗体完好无损呢？我想在最后一刻尽一份孝心*。</p> <p>(I respect Australian law. But as a Chinese, your practice is considered a taboo in our culture. Could you please keep her body intact**? I want to pay my respect at her final moment.)</p>
9. *基本词汇	<p>As her next of kin*, if you intend to oppose the post mortem, you can submit an objection in writing, stating your concerns and reasons to the coroner's office.</p> <p>(作为她的直系亲属，如果你想反对验尸，你可以递交一份书面的反对书，写明你的担忧和反对的原因，然后交给法医的办公室。)</p>
10.	<p>那我究竟什么时候可以取回我母亲的遗体呢？希望你们好好处理她的遗体，我母亲生前信佛，对下葬的时辰有讲究。我想尽快安排她的葬礼。</p> <p>(So when exactly can I get my mother's body back? I hope you can take good care of her body. She was a Buddhist, and she was very particular</p>



	about the timing of her burial. I want to make her funeral arrangements as soon as possible.)
11.	<p>Your objection may delay the release of the corpse. We will assist you in the process of returning her body. Should there be any updates, we will notify you at the earliest convenience.</p> <p>(你的反对可能会推迟他们发还尸体的时间。我们会在返还尸体的过程向你提供帮助的。如果有任何进展，我们会在你方便的时候第一时间通知你的。)</p>
12.	<p>好的，谢谢你。我会等你消息的。</p> <p>(Ok, Thank you. I will wait for your notification.)</p>
	End of Dialogue

3.2 Intercom repair 对讲机维修

Briefing	The following dialogue takes place between Jane, a housing service officer and Mrs. Li, a Chinese-speaking lady, regarding the repair of a broken intercom.
1.	<p>Good morning, you're speaking with Jane from community housing service. How can I help you today?</p> <p>(早上好，我是小区物业服务处的 Jane。今天有什么能帮到你吗？)</p>
2. *= “reported for repair”	<p>早上好，我叫李桂英。我家楼下入口的对讲机坏了两个月了。我也报修过了。但是一直都没有人来修，也没有任何回应。</p> <p>(Good morning. My name is Li Guiying. The intercom at the entrance of my building was broken two months ago. I have made a request for repair*, but no one ever showed up or responded.)</p>
3.	<p>I see. Did you report it over the phone or in person? Do you have a customer reference number?</p> <p>(我了解了。你报修的时候是给我们打的电话，还是亲自来找呢？你有客户号码吗？)</p>



4. *不可译为 “I’m not convenient”	我是打电话报修的。你们的工作人员确实给了我一个编号。让我看看，是 F3872。我家在二楼，我腿脚又不利索，没有对讲机真的很不方便，我没办法给客人开门。 (I called for repair. Your colleague did give me a reference number. Just one moment. It’s F3872. I live on the second floor. My legs are not working properly and it’s really inconvenient* without the intercom. I can’t open the door for my guests.)
5.	I’m sorry for the inconvenience. Let me check our records first. I got it. Can I confirm that the building is Unit 6, 56 Bond Street, Parramatta? (给你造成不便真的很抱歉。让我先看看我们的记录。是 Parramatta 区，Bond 街 56 号的 6 单元吗？)
6.	是的没错。我 8 月 5 号报修的。因为 8 月 3 号是我 74 岁生日，我朋友来给我庆祝，结果我没办法给他们开门。我记得很清楚。 (Yes. I requested for repair on the 5 th of August. 3 rd of August was my 74th birthday and my friends came over to celebrate with me. I was not able to open the door for them. I remember that clearly.)
7.	Happy 74 th birthday! Well, I can see from the system that we did send a handyman to repair the intercom. He contacted you twice, yet it seems you didn’t pick up his calls. Have you changed your phone number? (祝你 74 岁生日快乐！我从系统里可以看到我们确实派了一名杂工去修对讲机。他给你打了两次电话，但是你似乎都没有接。你是换了电话号码吗？)
8. *= “they can talk all day”	电话号码我是不会换的，要不然朋友找不着我了。不过我估计没有存他的电话。你知道，陌生人的电话，我根本就不会接。现在的广告营销公司太烦人，接了电话简直就别想挂电话。我实在是受不了他们呢。 (I won’t change my number, or my friends wouldn’t be able to find me. But I guess I didn’t save his number. I don’t take calls from strangers. Advertising companies nowadays are too annoying. Once you pick up their call there’s no stopping the conversation* . I can’t stand them.)
9.	I totally understand. I will arrange our contractor to fix the intercom. His name is John Brown. His number is 0401 247 638. You may want to save his



	<p>number this time. I'll make an appointment for you now. What about next Monday morning, the 12th of August?</p> <p>(完全理解。我会安排我们的合同工去修对讲机的。他叫 John Brown。他的电话号码是 0401 247 638。这次你最好还是把他的电话号码存起来吧。我现在给你做预约。我给你约下周一早上，就是 8 月 12 号让他来可以吗？)</p>
10.	<p>早上可能不行，那天早上我要去医院，下午要去学校接孙子放学。</p> <p>(probably not morning. I have to go to hospital that morning and I need to pick up my grandson from school that afternoon as well.)</p>
11.	<p>Well, I'll put a note here in the system. What about 12:30? John will contact you an hour before he comes. Is that okay for you?</p> <p>(我会在系统里做记录的。那 12 点半可以吗？John 来之前会提前一个小时通知你。这样可以吗？)</p>
12.	<p>好的，到时候我会在家等着的。谢谢你耐心的帮助。再见。</p> <p>(Ok. I will wait at home during the appointment then. Thanks for your help and your patience. See you.)</p>
	End of dialogue

3.3 Roof leakage 屋顶漏水

Briefing	This is a dialogue between Chinese-speaking Mr. Yang and a property manager. Mr. Yang's roof is leaking and needs to be repaired.
1.	<p>Good afternoon, Mr. Yang. Thank you for holding. So what is bothering you, sir?</p> <p>(午安杨先生。谢谢你的耐心等待。有什么能帮到你吗？)</p>
2. *= "water pipe"	<p>你好。是这样的，我的公寓出了问题，是屋顶漏水。我猜可能是因为树叶堵住了下水道。</p> <p>(Hi. Well, there's a problem with my flat. My roof is leaking water, maybe because the leaves blocked the down pipe*.)</p>



3.	<p>I see. I'm so sorry about the inconvenience. It must be very frustrating for it to happen mid-winter.</p> <p>(我明白了。给你造成不便真的很抱歉。隆冬出现这样的问题真的很让人烦恼。)</p>
4.	<p>你知道就好。这个月我打了几次电话到你们办公室，你们却一直都没有派人来解决问题。你们有什么解释吗？</p> <p>(I'm glad you understand. I made a few phone calls to your office this month. So far nobody has turned up to fix it. Would you care to explain?)</p>
5.	<p>It has something to do with what type of repairs you need. For non-urgent repairs, they are usually fixed within 14 days. For priority repairs, they are fixed within 7 days. Finally, urgent repairs are fixed within 24 hours. I'll send a repairman to your place to check the roof.</p> <p>(这跟你需要哪种维修服务有关。非紧急维修会在 14 天内弄好。优先处理的维修则会在 7 天内完成，而紧急维修会在一天内完成。我会派一位维修工过来检查你的屋顶的。)</p>
6. *基本词汇	<p>那这样我就放心了。请问下修理屋顶的费用是你们出吗？我收入低微，也没存款。我的收入基本上都用于家庭支出，已经入不敷出了。</p> <p>(It's a relief to hear that. are you guys going to pay for the repair? My income is low, and I don't have savings. Most of my income is used to cover household expense and I'm struggling to get by*)</p>
7. *基础词汇	<p>It would depend on the cause of the leakage. If they are fair wear and tear*, then it would be covered by your strata.</p> <p>(这取决于漏水的原因是什么。如果只是日常磨损的话，那就由物业管理公司出这笔费用。)</p>
8.	<p>那就好，我这栋楼有几户人家都说维修做得不好。我想问下你们找的工人有专业的资质吗？</p> <p>(That's great. Some of my neighbours in the building had issues with the repairs as they didn't do a good job. Do your repairmen have qualifications?)</p>
9.	<p>The repairmen we work with are qualified and experienced. They will come up with the best solution to your problem.</p> <p>(我们合作的维修人员都是有资质和经验的。他们会想出最好的办法来解决你的漏水问题的。)</p>
10.	<p>好的。顺便问一下，你可以跟维修工人说不要在我家里抽烟吗？</p> <p>(OK. By the way, can you tell them not to smoke at my place?)</p>



11.	Mr. Yang, I can assure you that won't happen. We have strict rules that no smoking is allowed at the premises. Please don't worry. (杨先生, 我可以向你保证他们不会抽烟的。我们严令禁止员工在客户家里抽烟。所以不需要担心。)
12.	好的, 那我没什么好担心的了。 (Ok, then I don't have any other questions.)
13.	Fantastic. I will confirm with you their availability tonight. When they come, just make sure they have access to the roof. (好的。我今晚会跟你确认他们的空余时间。你只要确保他们来之后能上屋顶就行。)
14.	我会的。谢谢你的帮忙。 (I will. Thanks for your help.)
	End of Dialogue

3.4 Hotel Check-in 酒店入住

Situation	The following dialogue takes place between a Chinese-speaking traveler and a receptionist at a hotel lobby. The traveler wants to book a room.
1.	Hi sir, how are you? Welcome to Johnson hotel! Do you have a reservation? (先生, 你好吗? 欢迎光临 Johnson 酒店。请问你有预订房间吗?)
2.	你好, 我没有预定, 但我想订五个晚上。你这边可以提供什么类型的房间呢? (Hi, I don't have a booking. But I want to stay for 5 nights. What kind of room can you provide?)
3.	We have a variety of rooms with different views able to accommodate all your needs. Would you mind telling me your budget? (我们有一系列不同的房间, 可以观赏不同的风景, 能够满足你所有的需要。你介意告诉你的预算吗?)
4.	我想要订一个有阳台的风景房。房间需要可以住两个大人。我的预算是每晚 150 块, 最多每晚 180 块。 (I want to book a room with a balcony and good view. The room needs to fit two adults. My budget is \$150 a night, \$180 at most.)

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5.	Based on what you told me, I recommend the north-facing, one-bedroom apartment that has a beautiful city view, which costs \$160 per night. (根据你告诉我的信息, 我建议你选择一间朝北的一室公寓房, 房子可以看到美丽的城市景观, 一晚 160 块钱。)
6.	你们有靠海的房间吗? 你们酒店靠海, 我就是喜欢看海才来的。 (Do you have rooms with sea view? Your hotel is by the sea, I only come here because I like the sea.)
7.	We do have three of those one-bedroom apartments with the sea view. The room comes with a fully equipped kitchen and a balcony, but costs \$190 per night. (我们确实有一室的公寓海景房。这个房间有设备配套齐全的厨房和阳台, 但价钱是 190 块钱一晚。)
8.	好吧。虽然超出了预算, 但我还是要这间吧。我们这次来就是为了看海的。 (Ok. Although it's over my budget, I will still go for it. We are here to see the sea after all.)
9.	Great. Then I'll make a booking for a sea view apartment on the 34th floor. It's \$950 in total for five nights. I need a copy of your ID. How would you like to pay? (太好了。我会帮你预订一个 34 楼的海景房。五个晚上一共 950 块钱。我需要你的身份证明。你打算怎么付款呢?)
10.	这是我的护照, 你尽管拿去复印吧。我刷信用卡的。请问酒店附近有什么有意思的景点和餐厅推荐吗? (This is my passport, feel free to photocopy it. I use my credit card. Do you have any recommendation for attractions and restaurants nearby?)
11.	Thank you, sir. The beach is a very popular tourist destination. You will find a brochure inside the room with information about other key attractions and also restaurants. Ok, it's all booked. (谢谢你先生。海滩是很有名的旅游景点。你在房间里面会找到一份小册子, 上面有其他景点和餐厅的信息。好的, 已经预订好了。)
12.	谢谢你, 这么快就弄好了。你们酒店真棒。 (Thanks. You're very efficient. That's awesome.)
13.	Here's your key card for the room. I hope you enjoy your stay here. Have a good day, sir. Bye. (这是你房间的钥匙卡。祝你住得开心。祝你有美好的一天。再见。)



14.	我一直都想来这边的海滩玩。我都快等不及了，相信我会很享受这里的时光的。再见。 (I have always wanted to come here to see the beach. Now I can't wait. I think I will enjoy my time here very much. Bye.)
	End of Dialogue

3.5 Tree trimming services 树木移除服务

Scenario	This dialogue takes place between a Mandarin-speaking man and a worker from Simon Tree Trimming Services.
1.	Hi, this is Simon from Simon Tree Trimming Services. How can I help you today? (你好，我叫 Simon，来自 Simon 树木移除服务公司。今天有什么能帮到你呢？)
2.	你好，你两周前来我的后院砍树。但是总共六棵你只砍了四棵。你的工作没做完，我很不满意。 (Hi. Two weeks ago, you came to my house and did some tree trimming in my backyard. But out of all six trees you were supposed to cut down, you only chopped down four trees. Your work wasn't finished. I'm not satisfied at all.)
3.	Yes, I remember. It's a hard job. It took much longer than I expected. (没错我有印象。在你家那次的工作还是很棘手的，耗费的时间远超预计。)
4.	你什么时候有空呢？我想在冬天来临之前把它做完。 (So when are you available? I intend to finish it before winter.)
5.	Don't worry. It's a hard job, because the trees are close to the fence. Let me look at my diary. I can come to your house four weeks later. (别担心，这次砍树之所以难，是因为你家的树离栅栏很近。我看看我的记录吧。我应该四周后可以到你家砍树。)
6.	太晚了，最近好像会有暴风雨，我怕风太大，树枝会掉在房子上。我想在它来之前完成工作。



	(That's too late. There seems to be a storm coming. I fear that if the wind is too strong, the tree branches could fall on the house. I want to get this done before the storm comes.)
7.	Yes, a storm is coming based on weather forecast next week. I will come to your house and remove the trees this Saturday from 2pm to 5pm. If I can't finish the job, I will come again early next week. (没错, 根据天气预报下周确实会有暴风雨。我想在本周六的下午 2 点到 5 点到你的家去砍掉剩下的树。如果到时我没完成的话, 我会在下周早些时候再来。)
8.	太好了, 如果树离栅栏太近的话, 你可以从我邻居家后院够到树。我会去问下邻居是否同意。 (That's great. If the trees are too close to the fences, you can try to access them from my neighbor's backyard. I will go ask for their permission for you to do so.)
9.	This is a good idea. See you on Saturday at 2. (好主意。那我们就周六 2 点的时候见面。)
10.	没问题, 到时见。 (No problem, I will see you later.)
	End of Dialogue

3.6 Electricity bill 电费单

Situation	This dialogue is a phone conversation between Anita, a support officer at a local electricity company and a Chinese-speaking customer. The customer is struggling to pay his bill in full and wanted to know if he has any other payment options available to him.
1.	Hello, this is the finance support team, you are speaking with Anita. How can I help you today? (你好, 感谢致电财务支援团队, 我是 Anita。有什么能帮到你呢?)
2.	你好, 我想问问电费单的事情。我收到了最新的电费单, 比我原来以为的高了很多, 我无法按时付清。



	(Hi. I want to ask about my electricity bill. I received the latest electricity bill. It is much higher than I expected. I cannot pay the bill on time.)
3.	OK, please explain your situation to me. I am sure I can find a solution to your problem. (好的。请解释一下你的情况，我保证能够为你找到解决方案。)
4.	今年冬天一直很冷，我的孩子小，需要让他们呆在暖和的房子里，所以开暖气的时间比往年长。 (The winter this year has been cold. My kids are still young and need to stay warm inside. So I keep the heater on longer than I did before.)
5.	I understand, please don't worry. I don't think anyone could anticipate such a cold winter this year. There are many people in the same situation as you. (我明白，别担心。我猜没人能想到今年冬天这么冷。很多人都和你遇到了同样的问题。)
6.	本来我应该能在几个月以前就付清账单的，但我不再全职工作了，现在只做一些兼职工作。 (I should have been able to pay the bill months ago. However, I no longer have a full-time job but part-time jobs now.)
7.	I see. That does make paying bills difficult. However, we offer a variety of payment options. I can give you an extension on the payment date. You can have 4 more weeks to pay the bill. That should help. (我明白了。这的确让你很难付电费。不过我们的付款方式非常多。我可以延长你付款的时间，就是从现有的还款时间算再往后延 4 周。这应该能帮到你。)
8. *不能译为“rich”	很抱歉，我觉得时间不够，我没办法存足够的钱。我手头真的不宽裕*。 (I am sorry. I believe there's not enough time for me to save enough money. I really have a tight budget right now.)
9.	Let me see if the other options suit you better. You can pay your bill in smaller amount of money over a longer period of time. (我看看有什么方式更适合你。你可以选择延长你的付款时间，并且减小每次付款的数额。)
10.	那好极了。如果时间多些的话，一小笔一小笔地还钱，我还是可以应付的。你能告诉我还款计划是怎么操作的吗？



	(That would be great. I would be able to pay my bill if I have a longer period of time to pay in smaller amounts. Could you please let me know how this payment option works?)
11.	It's very easy. We will spread your bill in three smaller instalments. You can pay one instalment each month. You will have three months to pay the bill in full. (很简单, 我们会把你的电费分成三笔。你每个月只需要支付一笔电费。你有三个月的时间将电费付清。)
12.	那太好了, Anita。这事情真把我急死了。现在有了解决办法就不用担心了。谢谢你。 (Awesome, Anita. I was really frustrated. I am no longer worried since I have your solution now. Thank you so much.)
	End of Dialogue

3.7 Animal Shelter 动物收容所

Briefing	This is a dialogue between a father and a staff from a local animal shelter. The father is making an enquiry as he wants to adopt a cat for his daughter Anne.
1.	Good morning, my name is Nickolas. You can call me Nick. How can I help you? (早上好我叫 Nickolas。你也可以叫我 Nick。有什么能帮到你呢?)
2.	Nick 你好。我想给我 8 岁的女儿 Anne 领养一只可爱的猫咪。 (Hi Nick. I have an 8-year-old daughter. Her name is Anne. I want to adopt a cute cat for her.)
3.	Then you have come to the right place. We have quite a few cats available in our shelter and they are all very adorable, ready for children to pet them. (那你就来对地方了。我们这里的收容所有好几只猫咪, 他们都非常可爱, 就等着成为小朋友的宠物。)



4. *= “eye-catching” or “striking”	<p>其实昨天我和 Anne 已经来你们的动物收容所看过一次了。我们确实看到了好多小小只的可爱猫咪，我女儿看中了其中一只。它身上毛色偏金色带有一些棕色，非常亮眼。</p> <p>(Actually, Anne and I already came to your place once. We saw a lot of tiny cute cats here. My daughter really liked one of them. Its fur was dirty blonde, which stood out* a lot.)</p>
5.	<p>Oh I know which one you are talking about. The cute little thing is two and a half months old. She is in perfect health, toilet trained also. Icing on the cake, she’s very good with children.</p> <p>(我知道你说的是哪只。它非常可爱，大概 2 个半月大。它很健康，经过过去厕所的训练。而且锦上添花的是，她跟小孩相处得非常好。)</p>
6.	<p>你说的没错。我女儿跟它玩得很好，非常活泼的一只猫。我可以想象她会喜欢跟着 Anne 一起去公园散步玩耍的。</p> <p>(You’re right. Anne had a lot of fun with it. It had great energy. I imagine it walking and playing along with Anne in the park.)</p>
7.	<p>Yeah, it’s certainly very active. Have you had any pets before?</p> <p>(没错，她确实很活泼。你们之前有养过宠物吗？)</p>
8.	<p>有的，我们之前有养过猫，但是没有养过这么小的。照顾起来有区别吗？</p> <p>(Yes, we had cats before but never in such a small size. Is there any difference when it comes to taking care of them?)</p>
9.	<p>You still need to walk them every now and then. There is special food for kittens that you can purchase at supermarkets.</p> <p>(你偶尔还是需要溜溜猫的。而且有些特殊食品适合小猫咪吃，你可以在超市买到这些食物。)</p>
10. *基本词汇	<p>好的，那我明早先去买项圈和牵引绳，我家还有猫粮和专门给它们喝水的小盆子。</p> <p>(Ok. I will buy a collar* and leash* first thing tomorrow morning. We still have cat food and the cat bowl for water.)</p>
11.	<p>Fantastic. The kitty was immunized the first time a week ago. She needs to get the next immunization in five weeks.</p>



	(太好了。这只猫一周前刚接种过疫苗。它需要在五周后接种第二次疫苗。)
12.	好的，我想帮我女儿和这只猫报名训练课程。我在你们的公告栏上看到你们周末有这样的课程对吗？ (Ok, I want to register a training course for my daughter and the cat. I saw on your noticeboard that you guys have one in the weekends. Is that right?)
13.	Yes. We have classes on Saturday at a park nearby. We start at 9:30am. It's very popular with families. I think your daughter will have fun. (对的。我们的课在周六可以上，地点是附近的公园。我们在早上九点半开始。我们的课程在家庭中很受欢迎。你女儿一定会玩得很开心的。)
14.	太棒了。真感谢你今天的帮忙。我相信我女儿和猫咪一起会处得很开心的。 (Great. Thanks so much for your help. I trust my daughter and the cat will get along very well.)
	End of dialogue

3.8 Lost wallet 丢失钱包

Briefing	This is a dialogue between a police officer and an Australian citizen. The Chinese-speaking citizen just walked into the police station and handed in a lost wallet.
1. *基本词汇	Good afternoon! My name is John Peterson, a police constable *. What can I do for you today? (下午好。我是 John Peterson，是一名警员。有什么可以帮到你呢？)
2.	我在附近的购物中心捡到了一个钱包。给。 (I picked up a wallet from the shopping centre nearby. Here you are.)
3.	Ok. Judging by the colour of the wallet, it looks like it belongs to a woman. But we need to know where exactly you found it.



	(好的，根据钱包上的颜色来看呢，它更像是一个女性丢失的。但是我们需要知道，你具体是在哪里见到的呢？)
4. *="pavement"	我当时正走在购物中心外面的人行道上。我也试过找钱包的主人，但是没找着。 (I was walking on the sidewalk * outside of a shopping centre. And I also tried to find the owner of the wallet. But I couldn't find her.)
5.	Let me see what's inside. If we can find the owner's ID, then this case can be closed. (让我看看钱包里面的东西。如果能找到失主的身份证明的话，那案件就能结束啦。)
6.	我已经尝试打开过钱包，主要想看看里面有没有失主的身份证件。那你看到有什么相关的证件了吗？ (I tried to open the wallet, just to see if there was owner's ID inside. Have you seen any sort of ID?)
7.	No. I didn't see any. But you shouldn't have opened it. You can open it to find ID, but you cannot remove things from the wallet. (没有。我没有看到，但是你不应该打开钱包。你可以打开它去找证件，但不能从钱包里拿走任何东西。)
8.	我可以向你保证，我没有拿走钱包里的任何东西。我只是想看看里面有没有跟身份证件相关的文件，这样可以联系到她。我确实没有找到这类文件。 (I can assure you that I didn't remove anything from it. I just wanted to check if there's any ID-related documents so that I can reach her. Indeed, I notice that there was no such document.)
9.	If that's the case, we still need to keep the things at the station, in case the owner comes here for them. (这样的话呢，我们还是需要将这些东西放在我们的警察局，等失主前来认领。)
10.	我想在购物中心附近张贴一些告示。这样失主就更有可能会知道钱包是怎么丢的。这样她就知道怎么来找回这些东西。



	(I'm thinking of putting up some flyers near the shopping centre, so that it's more likely for the owner to find out how the wallet was lost. Then she might be able to get those things back.)
11.	<p>Since the wallet has bright colour, we don't want some people to claim it just because of the colour. So, I think you could just notify the shopping centre because they have the notification board, so you can just leave the message.</p> <p>(因为钱包本身颜色很鲜艳, 所以我们不希望有人仅仅是因为颜色冒领钱包。所以我觉得你可以跟购物中心的人讲, 因为他们有告示板, 这样你就可以在上面留言了。)</p>
12.	<p>好的。那我周二的时候就会过去告诉他们。并且跟前台说如果有谁丢了钱包的话呢, 谁就可以到警察局认领。</p> <p>(Ok. I will notify them on Tuesday, and then tell the reception that if any one lost a wallet, they can claim it at the police station.)</p>
13.	<p>That's perfect. I hope the lady can see the flyer. Can you leave your contact details? There might be some rewards for that.</p> <p>(那太好了。希望那位女士可以看到你的告示。你可以留下你的联系方式吗? 也许之后会有奖励给你。)</p>
14.	<p>不, 我不需要任何的报酬, 我仅仅是想把失物归还给失主。</p> <p>(No, I don't need any sort of reward. I just want to return the lost item to the owner.)</p>
15.	<p>I see. If there is any further information, I will let you know.</p> <p>(我明白, 之后如果有更多信息, 我会通知你的。)</p>
	End of dialogue

3.9 Animal abuse complaint 动物虐待投诉

Briefing	The following dialogue takes place between a Chinese-speaking resident and an animal protection centre officer to discuss the welfare of a dog.
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1.	Hi. This is Happy Hippy Animal Protection Centre. I'm Andrew. How can I help you today? (你好。这里是 Happy Hippy 动物保护中心。我是 Andrew，有什么可以帮你的吗？)
2.	嗨，我发现我邻居一直在虐待他们家的狗。 (Hi, I found out that my neighbour has been abusing their dog.)
3.	Thanks for making the call. Could you please tell me what happened? (谢谢你能跟我致电。请问发生什么了吗？)
4.	他们家的狗一直在大叫。我以为有可能是不听主人的话。然后我站在我们家的栅栏边看他们后院的时候，发现狗狗没有水喝。 (The neighbour's dog was barking non-stop. I thought it might be because it disobeyed the owner. And then when I stood next to our fence and looked into their backyard, I found out the dog had no water to drink.)
5.	I see. Thank god. The dog needs drinking water available at all times. (我明白了。谢天谢地。狗狗每天 24 小时都需要有水喝才行。)
6. *= "spine"	我来描述一下狗狗的长相。狗狗很大，但是很瘦，都能看到它的脊梁骨。毛发已经没有什么亮光，而且都打成一团。 (Let me describe what the dog looked like. It is big, but very skinny. You can even see its backbone *. Its fur is no longer shinny. And the fur all spins into a mess.)
7.	而且我从来没有见过我的邻居出来遛过狗。所以我想跟你说一下这个情况。 (And I have never seen my neighbour walk their dog either. So I just wanted to tell you that.)
8.	我需不需要去敲一下他们家的门，然后问一下他们的狗狗到底怎么样了？ (Do you think I should knock on their door and ask how their dog is doing?)



9.	<p>It'd be better if you don't approach your neighbour like that. I will write a report in regards to that. We will send a protection officer on their way to do a home visit.</p> <p>(你最好不要随便接近你邻居。我会就这件事写一份报告。我们之后会派一位同事过去他们家做家访的。)</p>
10.	<p>没问题，我也不想给邻居家带来麻烦。我仅仅想知道他们家的狗狗是不是还好。</p> <p>(No problem. I don't want to cause any trouble to my neighbour. I just want to know if their dog is doing alright.)</p>
11.	<p>Don't worry. They won't be in trouble if there is no mistreatment or abuse involved. We will also provide more information for them, and tell them how to take care of dogs.</p> <p>(不用担心。如果你邻居没有虐待狗狗的话，他们是不会有任何问题的。我们也会向他们提供更多信息，告诉他们应该怎么照顾狗狗。)</p>
12.	<p>非常好。我希望动物保护专员能尽早过来。我很高兴给你们打了电话。</p> <p>(Sounds great. I hope your colleagues can come as soon as possible. I'm so glad I called you.)</p>
13.	<p>Of course. Our protection officer will arrive as soon as possible. If you notice anything wrong or that the situation gets worse, then call us back immediately.</p> <p>(当然的。我们的同事会尽快过来。如果你发现有任何不对劲，又或者情况有变严重，那你可以马上给我们打电话。)</p>
14.	<p>我会的。很感谢你们接我的电话，并且回答我的问题。</p> <p>(I will. Thanks for answering my call and my questions.)</p>
	End of dialogue

3.10 Photocopying 复印文件



Briefing	This is a dialogue between a Chinese speaking man Mr. Li and a staff named Mark at a local support centre. Mr. Li wants to print some materials, including previous academic reports.
1.	Hi Mr. Li. My name is Mark. How can I help you? (你好李先生。我是 Mark。有什么可以帮到你吗?)
2.	我刚到澳洲，我想翻译一些文件。 (I just arrived in Australia. I want to have some documents translated.)
3.	We have a few local support centres nearby that offer translation services. I believe they are capable of translating them for you. When are you available? (我们在附近有好几个本地支援服务中心，他们都可以提供翻译服务。我相信他们都可以胜任你的翻译。请问你什么时候有空呢?)
4.	没问题。我下午都有空。我可以等很长时间。因为打印这些文件对我来说很重要。 (No problem. I am available this afternoon. I can wait a long time, because printing all these documents is very important for me.)
5.	Of course. This is a list of our translation services. What type of documents do you want to print? (没问题。这是一份我们翻译服务的清单。你想要打印哪种文件呢?)
6.	我打算申请读大学。然后我要打印成绩单。截止时间就要到了。 (I plan to apply for university degrees. So I have to print out my academic reports. The deadline is coming up.)
7.	How exciting it is! You will be able to find the right service. Here are a few options that I found for you. You can write down their contact details. (哇这真的很让人兴奋呢。你肯定找到适合你的服务的。这里有一些我帮你找到的翻译服务选项。你可以把他们的联系方式写下来。)
8.	谢谢。太好了。翻译费贵不贵呢？我没有带那么多的钱。 (Thanks. That's great. How expensive is the translation? I don't have that much cash with me at this point.)
9.	The cost depends on two things: the number of documents you are going to print and the price of the individual support centres.



	(费用取决于两部分: 你要打印多少文件, 以及各个支援中心收费的不同。)
10.	可能我先打个电话去问问他们, 看看到底翻译费用有多贵。这样会比较靠谱。 (Maybe I should make a phone call to ask them first, and see how much the translation would cost. That will save a lot of time.)
11.	Some services will offer a better price if the number of documents you print out exceeds a certain amount. (如果你要打印的文件超过一定数量的话, 那么有一些服务中心是可以给你一定折扣的。)
12. *基本词汇	我从来没有想过可以这样。我还有一些雇佣记录和推荐信需要打印。 (I never thought that was an option. Yet I still have some employment history* and recommendation letters to print.)
13.	Yes. You need these documents to find jobs. The tuition fee of the university can be covered in part by the money you make if you take on a part-time job. (没错, 你需要这些文件来找工作。如果你找到兼职工作的话, 你的工资是可以抵消部分大学学费的。)
14.	太好了, 我可以去找兼职工作了。我已经了解情况了。谢谢你。祝你今天愉快。 (That's great. I can go find a part-time job now. I have already understood the situation now. Thanks. Have a good day.)
	End of dialogue

3.11 Community food assistance 食物援助

Briefing	The dialogue is between a Chinese speaking father and a worker at community centre. The father is asking for help in regards to her daughter's situation.
1.	Good afternoon, welcome to our community centre.



	(下午好, 欢迎来到我们的社区中心。)
2. *= “pay to see a doctor”	你好, 我的女儿生病了, 我没有足够的钱去付账单, 也没钱给她买药。 (Hi, my daughter is sick. I can't afford to pay her medical bills* , nor can I pay for her medicine.)
3.	I will find a solution to your problem. Sorry to hear that your daughter fell ill. I hope she recovers soon. (我们会为你找到解决问题的方案的。很抱歉听到你女儿生病的事儿。我希望她尽快康复。)
4.	我的女儿生病, 需要吃三个月的药呢。为了照顾她, 我坚持工作。但还是无法支付所有的账单。 (My daughter is ill. She needs to take medications for three months. In order to be able to look after her, I have to continue to work. But I still can't pay all the bills.)
5.	I understand. The extra medical cost made it difficult for you to manage your finances, right? (我理解的。这些额外的医疗支出给你造成了沉重的经济负担, 对吗?)
6. *不能译为 “cut the services”	没错。我只能选择先支付最重要的款项, 比如她的药和房子的租金。我付不起电费和电话费。我很担心他们会终止这些服务。 (Yeah. I can only prioritise making the essential payments, such as her medicine and rent. I can't afford the electricity and phone bills. I'm worried they are cutting off the services* .)
7.	Electricity and telephone companies will devise a payment plan for you. They will give you more time to pay. You can call them and explain your situation to them. (电力和电话公司会给跟你制定一个支付计划。他们会给你更多时间来付款。你可以给他们打电话, 向他们解释你的情况。)
8. *= “under less pressure”	我不知道还能这么做呢, 如果有更多时间, 我付账会更轻松。 (I didn't know I could do that. If I got more time, it'd be easier for me* to clear the bills.)



9. *不可译为 “食物仓库” *= “零售批 发超市”	Also, you can buy grocery from food warehouses. The foods there are fresh and packaged. And they are cheaper, specifically prepared for families in need. (你可以考虑去 仓储式商场 *买菜。那里的食物都很新鲜，都包装好了。而且特便宜，就是为有需要的家庭准备的。)
10.	谢谢，为家人准备好三餐是很难的事情。我也在担心如何给我女儿提供好的饮食。那要怎么进去那个商场呢？ (Thanks. Preparing three good meals for your family is difficulty. I'm concerned about how to provide a quality diet for my daughter. How do I get in the warehouse store?)
11.	You just have to show your Medicare card for entry. Goods in the food warehouse are so much cheaper than supermarkets. (你只需要出示你的全民医保卡就可以进去买东西了。仓储式超市的商品价格比普通超市便宜多了。)
12.	请问我明天可以去那里买东西吗？我们家里的食物已经所剩无几了。 (Can I go to that food warehouse tomorrow? We barely have any food left.)
13. *= “购物券”	Warehouse is closed tomorrow. They are open three times a week. But if you come to our community centre, we can give you emergency food vouchers that you can use to buy groceries. (明天关门了。仓储商场一周只营业三天。但是如果你过来我们社区中心的话，我们可以给你发放临时的食物 代金券 *, 这样你就可以去买菜了。)
14.	太好了，谢谢你提供的信息和支援。 (Awesome. Thanks for your information and assistance.)
	End of dialogue

3.12 Support program 互助项目



Briefing	The dialogue takes place over the phone between a Chinese-speaking potential client and an employee of Disability Support Centre regarding the client's disabled brother's support program.
1.	Hello. Good morning, Paul's speaking. How can I help you? (你好。早上好，我是 Paul。有什么能帮到你呢？)
2. *基本词汇	你好 Paul，我今天打电话来是想了解一下关于我哥哥的残疾互助项目。 (Hi, Paul. I'm calling today to enquire about my brother's disability support program *)
3.	Sure. We have social groups, sports groups and support groups. How old is your brother? (没问题。我们这里有社交团体、体育项目团体还有互助小组。请问你哥哥几岁呢？)
4.	他今年 28 岁。他想进有同龄人的小组。 (He's 28. He wants to join a group with people his age.)
5.	Okay. He might be able to join the social group. The age in this group ranges from 20 to 30 years old. The group has meetings between 6 and 8 on Wednesday night. (好的。他可以考虑加入社交小组。这个小组的年龄段是 20 到 30 岁。一般周三晚上 6 点到 8 点见面。)
6.	听起来很好。我去问问他感不感兴趣。他有点害羞，可能会很焦虑。 (Sounds fun. I will ask if he's interested. He's a bit shy and has some anxiety.)
7.	That's fine. Our support group will look after him. He will make a lot of friends. (没问题。我们的互助小组会照顾好他的。他可以交到很多朋友。)
8.	谢谢。如果他能交到朋友就太好了。他对运动很感兴趣，尤其是板球。 (Thanks. If he can make some friends, that'd be great. He's interested in sports, especially cricket.)
9.	We have cricket, tennis and soccer. The program is on Saturday. (我们有板球、网球和足球等体育项目，活动是在周六举行。)
10.	太好了。他很喜欢板球，自己会经常玩，也经常看比赛。 (Awesome. He loves cricket and he plays with himself a lot. He also watches contests.)
11.	Excellent. We welcome new players. The next program is in 2 weeks. (非常好。我们非常欢迎有新成员加入。下次活动两周后举行。)

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12. *= “sport clothes”	谢谢。那请你给他留一个位置。他需要自带运动装备或者运动服吗？ (Thanks. Please leave him a spot. Does he need sport equipment or tracksuits*?)
13.	We provide equipment here but he needs his own sport clothes. I will go through the details with you next Wednesday. (我这里提供设备但是他需要自备运动服。下周三我会跟你确认细节。)
14.	这跟我们想的一样。很高兴我们能找到你。我会告诉他的。 (Exactly what we expected. I'm glad we found you. I will tell him.)
15.	We are very glad you found us too. I am looking forward to meeting you both next week. (我们也很高兴你联系我们。期待我们可以下周见面。)
16.	我也是。谢谢你 Paul。 (Me too. Thanks, Paul.)
	End of Dialogue



Topic 4: Social services

4.1 Government housing support 政府住房保障计划

Briefing	This is a dialogue between Mr. Zhao, a Chinese Speaking man and an officer from South City Council.
1.	Good morning, Mr. Zhao. I am Kevin Waters, an officer from South City Council. I am here today for a home visit to introduce government housing support. (早上好, 赵先生。我是 Kevin Waters, 我是南区政府的官员。我今天来家访是想向你介绍一下政府的住房保障计划。)
2.	你好, Waters 先生。请进, 请坐。 (Hello, Mr. Walter. Come in and take a seat please.)
3.	Thank you. Firstly, let me introduce the government cleaning support to you. It provides house cleaning services for senior people to help them have a better life. I'd like to ask about your biggest concern of cleaning the house. (谢谢。首先, 请让我为你介绍一下政府的清洁服务支持计划。这个计划为老人提供房屋清洁服务, 以帮助他们过上更好的生活。现在我想问的问题是, 在打扫房间的时候, 你最大的顾虑是什么?)
4.	我年纪大了, 没力气打扫了。很多事情都做不动了。我现在住的房子比较老, 所以地毯看起来总是很脏, 我老是打扫不干净。我有哮喘, 所以用吸尘器来打扫卫生和吸地是最困难的。 (I am old and don't have energy to clean my house up. There is a lot of things I am no longer capable of. The house I am living in was built a long time ago. So the carpet looks dirty and I can't clean it up completely. I have asthma. Therefore, the most difficult thing for me to do is to clean the house and floor with a vacuum cleaner.)
5.	Ok, I see. I will write this down in my diary and I will arrange regular vacuum cleaning for you. What other services do you need for cleaning your house?

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	(好的, 我知道了。我会把这个记在我的笔记里的, 而且会为你安排定期的吸尘清洁。你还需要什么其他服务来打扫你的屋子么?)
6. *= “lawn mowing”	<p>好的, 谢谢。如果能有人帮我把厨房、浴室和厕所打扫干净的话就太好了。还有, 如果你们方便的话, 能不能帮我找人隔三差五地来帮我除下后院的草?</p> <p>(Ok, thank you. It will be great if someone can help me clean up the kitchen, bathroom and toilet. Besides, if it's not too much trouble, could you please send someone to help me with weeding* in my backyard frequently?)</p>
7.	<p>Yes, I will try to find some gardening services with government funding for you, and I will let you know next time we talk.</p> <p>(好的, 我会尝试帮你找到由政府资助的园艺服务, 并且在下一次谈话的时候通知你。)</p>
8.	<p>好的, 谢谢你。你们的这个服务真是太好了, 而且也确实能帮我解决问题。</p> <p>(Ok, thank you. Your service is so good and it does help me solve my problems.)</p>
9. *= “这是应该的”	<p>You are welcome. That is what we are here for. Is there any other part of cleaning that concerns you as well?</p> <p>(不客气。这正是我们的职责所在*。关于打扫卫生, 你还有其他方面的顾虑么?)</p>
10.	<p>对了, 我的窗户也脏了。我的窗户很大, 而且我喜欢窗明几净的感觉。去年圣诞节做大扫除擦窗户的时候, 我差点摔下来。从那以后, 我就再也不敢自己擦窗户了。</p> <p>(Yes, my windows are also dirty. My house has big windows and I prefer the environment where everything is bright and clean. Last Christmas, when cleaning the windows during house cleaning, I almost fell down. Ever since then, I have been afraid to clean windows by myself.)</p>
11.	<p>Yes, I can see you have a really big window. Actually, it is dangerous for you to climb up and clean the one at the top. We can definitely help you with that.</p> <p>(是的。我能看到你家有一个非常大的窗户。事实上, 让你爬上去并且清洁最上面的玻璃是非常危险的。我们肯定在这方面能帮到你的。)</p>



12.	<p>太感谢了，你真的帮了我很多。有你们这样的关心，我们老年人就放心了。</p> <p>(Thank you so much. You really helped me a lot. With such care and concern from you, senior people like me feel quite relieved.)</p>
	End of dialogue

4.2 My Aged Care service 我的晚年护理

Briefing *基础词汇	This is a dialogue between a My Aged Care* agent and a senior resident Mr. Tu. The agent is talking to Mr. Tu in a home visit about care assessment.
1.	<p>Hello, Mr. Tu. I'm Venessa Masterson, from a government service called My Aged Care. Your daughter has arranged for this visit to assess your condition and care that you need.</p> <p>(你好，涂先生。我叫 Venessa Masterson，是我的晚年护理政府部门的职员。你的女儿跟我约了今天来做家访，想要根据你现在的情况来看你需要什么样的护理服务。)</p>
2.	<p>你好，Venessa 小姐。谢谢你来看我，请进。你想喝茶还是咖啡？</p> <p>(Hi, Venessa. Thanks for coming to see me. Please come in. Would you like some tea or coffee?)</p>
3.	<p>No, thank you. Your daughter had an appointment with me today but for some reason, I heard she's not joining us today.</p> <p>(不用了谢谢。你女儿今天跟我约了，但她似乎因为一些原因没办法过来。)</p>
4. *= "ear pain" *= "ringing in the ear"	<p>是的，我的孙女 Laura 昨晚发高烧，之后还有耳痛和耳鸣的症状，所以我女儿需要照顾她。</p> <p>(Yeah. My granddaughter Laura had a high fever last night. She had symptoms like earache* and tinnitus*. So, my daughter needs to take care of her today.)</p>
5.	<p>Ok, that's not good. But we can still manage this visit without her. Today I came here to assess your current condition and then make a support plan based on your needs.</p>



	(明白了, 听上去不太好。不过今天没有她在, 我们也可以完成家访。我来主要是评估一下你的状况, 然后根据你的需要做一个支援计划。)
6. *可译为 “overexert”	自从我太太一年前去世后, 我就是自己一个人过的。我需要自己做家务、打扫卫生, 还要做饭, 真的很困难。因为我心脏有问题, 体力跟不上, 不能过渡操劳*。所以我需要你的帮忙。 (Ever since my wife died a year ago, I have been living by myself. Now I need to do chores, cleaning and cooking on my own. It's tough because I have a heart problem. It makes me weak and unable to do too much labour. So I need your help.)
7.	Your daughter told me she would like to help you out, but she's quite busy with work and family. So she cannot come here as often as she wants. Has she asked you to move and live with her? (你的女儿说她想要帮你, 但是她工作很忙, 又要照顾家庭。她其实想经常来你家帮忙, 但是却有心无力。)
8.	没错。她开车过来需要一个多小时, 非常远。她有问过我要不要一起住。但是我不愿意, 我在这边住得很开心, 想继续住下去。 (Exactly. She has to drive more than an hour just to get here. It's too far. She asked me if I wanted to move to her place. But I refused. I'm having a great time living here. I don't want to stop.)
9. *基本词汇	I understand why you want to live alone along the coast. You said you need to cook by yourself. Have you ever used Meals on Wheels * before? (我理解你想一个人住在海岸边的原因。你说你需要自己做法, 那你有试过送餐服务吗?)
10.	有啊。送餐服务每周送三次, 每次都是热食。老实说, 我觉得他们的食物很不错。 (Yes, I have. I have it three times a week. And every meal is still warm when I get it. To be honest, their food is not bad.)
11.	Ok. What about the rest of the week? Do you cook by yourself? (好的。剩下的时间呢? 是自己做吗?)
12.	我的女儿每过几个礼拜都会带冷冻食物过来给我, 其实够了。另外我每个星期都会跟朋友一起去俱乐部那边吃饭。剩下的时间我会做一些简单的菜, 像香肠或者鸡蛋之类的。



	(Every few weeks, my daughter brings some frozen food when she sees me. And they are enough for me. I also dine with my friend once a week at the club. As for the rest of the week, I usually cook something simple like sausage or eggs.)
13.	I see. I already have some ideas on how to provide you care. Thanks for seeing me today. (明白了。我大致上知道应该怎么给你提供护理了。谢谢今天的会面。)
14.	谢谢你今天过来，我会跟女儿好好商量的。 (Thank you for coming here today. I will talk to my daughter.)
	End of Dialogue

4.3 Affordable public rental housing 公共廉租房

Situation	The following dialogue is between Mr. Lei and a property tenancy manager from the National Rental Affordability Scheme. The manager is meeting Mr. Lei to discuss his eligibility on public housing.
1. *基础词汇	Hello, Mr. Lei. I'm Nicole, the tenancy manager from the National Rental Affordability Scheme *. I'm here to assess your eligibility to public housing. Did you receive my email? (你好雷先生。我叫 Nicole，是全国廉租房计划的经理。今天是想评估你是否符合住公共住房的要求。你有收到我的邮件吗？)
2.	你好，我有收到你的邮件。但是我不明白，我去年搬进来的时候已经查过一次了。为什么还要查呢？ (Hi, I did. But I don't understand why. I was assessed last year when I moved in. why this time?)
3.	Every tenant must be assessed annually for their eligibility under the Scheme. Those who meet the requirements may continue to live in their current affordable rental dwellings. We need to keep everyone's information updated. (租客每年都需要接受资格评估，这是入住廉租房的规定。符合要求的人可以继续住在廉租房里。我们需要更新每个人的信息。)

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4.	我明白了，那你需要什么信息呢？ (I see. What do you need?)
5.	Are there any changes to your living condition, family composition, or the professional lives of your family members? (你的生活、家庭结构以及家庭成员的工作方面有任何改变吗？)
6.	有的，我太太几个月前找到了新的工作。而我还在同一家公司上班，工资几个月后可能会涨。另外，我的小舅子跟他老婆闹离婚，他就搬过来和我们一起住了。 (Yes. My wife found a new job a few months ago. I still work the same job as before. I might get a raise in a few months. On the other hand, my brother-in-law is divorcing his wife. So he moved to live with us.)
7.	I see. Is your brother-in-law living with you permanently? (明白。你小舅子会一直跟你住吗？)
8.	看起来是的。他付不起房租，所以就住在我家空置的房间里。这样应该不会影响我住廉租房的资格吧？ (Yes, it seems to be the case. He can't afford rent right now, so he is living in a spare room in my home. I suppose that wouldn't affect my eligibility for affordable housing right?)
9.	I'm afraid these new changes may affect your eligibility as your household income in total may surpass the income limit of the Scheme. I will have to assess this new information after I'm back in office. (这些变化恐怕会影响到你住廉租房的资格，因为你的家庭总收入可能会超过廉租房计划的限制。我回办公室后需要评估一下这份新信息。)
10. *= "kicked out"	我以为只有我的收入才算家庭的主要收入，而且我的工资一直也没变化。天啊，这是要赶我们走的意思吗？我真的无法相信。 (I thought only my income counts as the principal income in my household. And my salary hasn't changed. Oh my, are we going to get evicted *? This is unbelievable.)
11.	Let's not jump to conclusions sir. The gross income of your household comprises the income of all residents living inside the dwelling. The tenant ceases to be eligible if the tenants' household income exceeds the applicable limit by 25 per cent or more in two consecutive eligibility years.



	(先生请先不要贸然做结论。你的家庭总收入包括你房子里所有住户的收入。如果租客的收入连续两年超过限制的 25%，那么租客就不再具有资格继续在廉租房居住。)
12.	好的，那我这次需要提供什么文件呢？ (Ok, what documents do I need to provide?)
13. *= “employment verification letter”	For the assessment, you need to submit pay slips, tax documents as well as employment letters* for all the working members of your household. You can find more details in the email I sent you. (这次评估需要你上交工资单、税务文件以及在职证明，你家里所有有工作的人都需要提交这些信息。我发给你的邮件里有更多的细节。)
14.	好吧我知道了。这些文件我之前都交过。又要再来一次，真是头疼。那我整理一下你说的文件，再跟我老婆和小舅商量一下。希望我们还能继续住在这里。谢谢。 (Ok, I see. I submitted those documents before. Now I have to do it again. This is annoying. Then I will compile those documents you need. I will talk to my wife and her brother. Hopefully we can still live here. Thanks.)
	End of Dialogue

4.4 Age pension 养老金申请

Situation	This is a dialogue between a Chinese speaker Mr. Fang and a Centrelink officer, Mr. Fang is enquiring about applying for age pension.
1.	Come in and take a seat please. I'm Cindy, a Centrelink officer. It's good to meet you in person. What can I do for you today? (请进，请坐。我叫 Cindy，是一名 Centrelink 工作人员。很高兴见到你本人。今天有什么可以帮到你吗？)
2. *基本词汇	你好。我计划明年八月退休，不再做水管工。到时我 66 岁。我听说退休后可以申请养老金，所以过来问问。

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	(Hi. I'm planning to retire next August as a plumber* . I will be 66 by then. I heard after retirement I would be eligible for age pension. So I came to ask about that.)
3.	In order to be eligible for age pension, you must satisfy the age and residency requirements. Since you are going to be above 65 when you retire next year, you will meet the criterion. Are you a resident in Australia? (为了符合养老金的申请资格, 你必须得满足年龄和居住条件。鉴于你下一年退休就够 65, 年龄条件已经达到。你是澳洲居民吗?)
4.	我是 20 多年前通过配偶签移民澳洲的, 所以我早就是澳洲公民了。 (I moved to Australia more than 20 years ago on a spouse visa. I am an Australian citizen.)
5.	That's great. You have satisfied the requirement for residence too, for having lived in Australia for more than 10 years. However, you must still pass the means test in order to claim the pension. If your income or assets exceed the threshold, you will receive less money. (很好。也就是说你也满足了居住条件, 因为你已经在澳洲生活超过 10 年。但是你必须通过经济能力测试, 才能申请养老金。如果你的收入或者财产超过限制, 你得到的补贴就会变少。)
6.	可是我退休之后就没有收入了。我老伴过去 10 年中都没有工作。 (But I won't have any income after retirement. My spouse hasn't worked for 10 years.)
7.	All sources of income are subject to the test. So that includes your earnings from investment properties, stock market and overseas income. What assets do you own? (所有收入来源都需要纳入收入测试的考量范围。这包括你在投资物业、股票还有海外资产的收益。你拥有什么资产呢?)
8.	原来是这么算的。我的理财顾问告诉我, 我的年收入在 3 万 2 左右, 房子市值 60 万。我还有一些股票投资, 大概在 6 万 4 千左右。房子和股票都在我们两夫妻名下。 (I see how it works now. My financial advisor told me my annual income is around \$32,000. My property is worth \$600,000 at market value. I also have some shares, which are worth \$64,000. Both the property and shares are under both of our names.)



9.	<p>Thanks for the information. As a couple living together, you will be assessed according to your combined income and from the looks of it, your income is going to surpass the threshold. As a result, your pension will be reduced.</p> <p>(感谢你分享的信息。你们因为两夫妻住在一起的关系，你们的收入会一起受到评估。看起来你们的收入会超过津贴的限制。这样的话你得到的养老金就会下降。)</p>
10.	<p>我明白了。看来我只能拿到一部分养老金了。我听说我们可以拿到两种不同的养老金补贴。你可以介绍一下吗？</p> <p>(I see. Looks like I only get a portion of age pension. I heard that we could get two types of different age pensions. Could you explain for me?)</p>
11.	<p>Yes, there are two types of pension depending on your eligibilities. First one is the Pensioner Concession Card from the Commonwealth that allows holders to get cheaper prescribed medicine, health insurance and bulk billed doctor visits.</p> <p>(没错，有两种养老金可以申请，取决于你符不符合资格。首先一种是联邦政府发放的补贴优惠卡，有了这张卡就可以买到更便宜的处方药和医保，以及看门诊免费。)</p>
12.	<p>On the other hand, anyone without the Pensioner Concession Card will be automatically issued the Health Care Card. They would have access to medicine listed under the Pharmaceutical Benefits Scheme. There may also be some concessions provided by the state government and your local council.</p> <p>(此外，如果没有这张卡的人会自动拿到一张医疗保健卡。只要是医药补贴计划里面列有的药品，持有医疗保健卡就可以买到。还有其他优惠，是由州政府和当地政府提供的。)</p>
13.	<p>那我就放心了。至少我还是能从政府领到一部分福利。谢谢你的帮助。</p> <p>(I'm relieved to hear that. at least I still get to claim some benefits from the government. Thanks for your help.)</p>
	End of Dialogue

4.5 Respite care 暂息服务



Briefing *基础词汇	This is a dialogue between Ms. Huang, a woman and the manager of an aged care hostel. Ms. Huang would like to send her father here for respite care* .
1. *= aged care centre	Hello, Ms. Huang. Welcome to our aged care hostel* . How can I help you today? (早安黄女士。欢迎你来到我们的养老院。有什么可以帮到你吗?)
2.	你好，我一直在照顾我父亲，真的很辛苦。最近我有些身心俱疲。我需要一段时间的休息。想问下你这里有没有适合我爸爸的服务。 (Hi, I have been taking care of my father. It's tough. Lately I feel I have reached my limit emotionally and physically. I need some rest. I am wondering if you have any service suitable for him.)
3.	I totally understand how you feel. It must be very difficult to deliver consistent care for your father and keep a full-time job at the same time. So our residential respite and community respite services are available. In your father's case, I suggest you apply for residential respite. (我完全理解你的感受。你需要一边持续照顾你爸爸，同时还要全职工作，这一定很辛苦。我们提供居家暂息和社区暂息这两种不同的服务。就你父亲的情况来看的话，我建议你申请居家暂息服务。)
4.	我明白了。那我可以申请多长时间的暂息服务呢? (I see. How many hours of respite services can I apply for?)
5.	It ranges from hours to days, in rare cases, weeks. Our care services are tailored to meet your and your father's needs. (暂息服务可以短至几个小时，也可能持续几天。甚至在某些个例中会长达数周。我们的照顾服务是量身定做的，可以具体满足你和你父亲的需求。)
6.	好的谢谢，目前我在领取照顾者津贴。那我之后休息的这段时间还可以继续领取这份津贴吗? (Ok, thanks. Right now, I'm receiving carer allowance. Would I remain eligible for it during my respite?)
7.	Yes. Carers are entitled to 63 days of respite for each calendar year, while retaining their Centrelink payments in full. (没错。照顾者每年可以享受 63 天的休息时间，而同时还能继续领取这笔津贴。)



8.	太好了。那我可以代表我父亲申请暂息服务吗？ (Sounds great. Can I apply for the respite service on my father's behalf?)
9.	Yes, but you'll need a power of attorney with your father's signature before you can do that. (没错，不过你需要有你父亲签名的授权书才能这么做。)
10.	好的，那我要怎么申请呢？ (Ok, so how do I apply for it?)
11.	You can log onto your Mygov account and apply for it online. (你可以登录“我的政府”账号然后进行网上申请。)
12.	好的。我有“我的政府”账号。请问暂息的时间长短可以调整吗？我 爸进来住的时间有时会长一些，有时候会短一点。 (Ok. I do have a Mygov account. Is it possible to change how long a respite service could be? Sometimes I plan for my dad to stay longer, but sometimes it could be shorter.)
13.	Of course. Our service plan can change based on your needs. Also I would like to mention that we have a lot of activities occurring in our hostel and the community. Your father is very welcome to join. (当然。我们的服务计划会随着你们的需求进行调整的。我还想提一 提，就是我们中心和社区开展了很多活动，非常欢迎你的父亲来参 加。)
14.	这听起来太棒了。我现在可以报名参加暂息服务吗？ (That sounds awesome. Can I sign up for the respite service now?)
15.	No problem at all. Please fill out the forms here. We need to know your father's special needs and requirements. When you are done, please sign at the bottom. (完全没问题。请你填一下这些表格。我们需要了解你父亲的特殊要 求以及需求。填完之后麻烦你在页末签字。)
16.	我不明白你这里指的是什么特殊需要。 (I don't understand what you mean by special requirements.)
17.	With special requirements, we are referring to your fathers' medical and dietary requirements and cultural and religious preferences. Case in point, things like allergies, religious practices will help us provide better services to your father.



	(所谓特殊需要指的是你父亲的医疗和饮食需求以及他的文化价值倾向和宗教信仰。比方说，如果你知道你父亲有过敏或者宗教传统的话，那我们就能为他提供更好的服务。)
18.	我明白了。我父亲是个糖尿病患者，正在服药。我通常给他做特别餐。我会把这些都写到申请表上的。非常感谢你。 (I see. My father is a diabetic and is on medication. I usually make him special meals. I'll write these down in the form. Thank you very much.)
	End of Dialogue

4.6 Social welfare inquiry 福利咨询

Briefing	The dialogue takes place between a Chinese-speaking woman and a Centrelink officer. Her husband was gravely injured in a car accident and she wants to know whether she can apply for any benefits in light of the situation.
1.	Hello, my name is Annie. I'm a Centrelink officer. What can I do for you? (你好，我叫 Annie，我是 Centrelink 的工作人员。有什么可以帮你呢？)
2.	你好。我丈夫最近在一次交通意外里受了重伤。我来是想看看我们不能领取一些补助。 (Hi, my husband got seriously injured in a traffic accident. I'm here to see if we could get some benefits.)
3.	Sure. Could you please describe his injury for me? I need the information to check your eligibility. (没问题。你可以描述一下他的伤势吗？我需要知道这些才能确认你是否符合条件申请补助。)
4. *= "thigh bone"	可以的。我丈夫两周前出车祸，身体多处受伤，最严重的是他左腿的大腿骨折了。 (Sure. The accident happened two weeks ago. He had multiple injuries. The most serious was fracture on his left femur*.)
5.	I'm sorry to hear that. Do you have the medical certificate from the doctor with you? (很抱歉听到这些。你有带医生开的证明吗？)



6.	<p>有的，这一份就是。医生说 he 之后几个月都不能工作了。他是临时工，如果不工作就没有收入，更没有带薪病假。</p> <p>(Yes, here you are. The doctor said he would be out of work for a few months. He's casual. There's no pay without work, not to mention paid sick leave.)</p>
7.	<p>That's rough. Is your husband the main source of income in the whole family? What about you?</p> <p>(这真的很困难。你丈夫是家里主要的经济来源吗？那你呢？)</p>
8.	<p>是的，他是我们全家唯一的收入来源。因为家里有三个孩子需要照顾，我是没有工作的。这边的托儿所太贵了，我们也负担不起。</p> <p>(Yes, he's the only breadwinner in our family. I have to take care of three children, so I don't work. Childcare centres are so expensive here. We simply can't afford them.)</p>
9.	<p>I understand. Do you have other family members here that can help out?</p> <p>(我理解。你这边有家人可以帮忙吗？)</p>
10.	<p>没有，我们在澳洲没有其他亲人了。车祸以后，我们一直靠家里的积蓄生活。我丈夫出院后都待在家里，基本都是我来照顾。</p> <p>(No. We don't have other families in Australia. After accident, we have been living on our savings. My husband has been at home since he was discharged. I'm the one who looks after him.)</p>
11.	<p>You have my sympathy, ma'am. How were you able to come here today with your husband at home by himself?</p> <p>(我很同情你。那你今天为什么能来见我呢？你丈夫不需要人照顾吗？)</p>
12.	<p>今天是多亏了我邻居在照顾我丈夫和三个孩子，所以我才能抽空来这。</p> <p>(I was able to come thanks to my neighbour taking care of my husband and kids for me.)</p>
13.	<p>I can totally see that you are in deep financial trouble. Based on our records, you are already on family tax benefit. I'm confident you are eligible for other benefits too. Now I need you to fill in the application form first.</p> <p>(我能看得出来你现在经济很困难。我们的记录显示你已经在领取家庭税务福利了。我相信你也符合领取其他津贴的资格。那现在麻烦你先填写申请表格。)</p>

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14.	听你这么说我就放心了。可是我英文不好，看不懂申请表。 (It's a relief to hear that. But my English is limited, I don't understand the form.)
15.	There're translation services available to help you with the paperwork. I will give you their details and you can call them directly. (这里有翻译服务，他们可以协助你填好这些手续。我会告诉你他们的联系方式，然后你可以直接找他们。)
16.	好的，你真是一个好人。太谢谢你了！ (Ok. That's very nice of you. Thank you!)
	End of Dialogue

4.7 Emergency housing 紧急住房申请

Briefing	The following dialogue takes place between an English-speaking staff member at the Department of Housing and a Chinese speaking man, whose house has burnt down.
1.	你一定要帮帮我们啊。我们现在无家可归啊！我现在真的是上无片瓦，下无立锥之地。 (Please help us. We have no money nor a place to live.)
2.	Hello. Please calm down and tell me what happened. We'll try our best to help you. (你好，请你冷静一下，告诉我发生什么事了。我们会尽力帮你的。)
3.	是这样的，我家今天着火，房子整个倒塌了。火是从厨房开始烧起来的，然后很快就蔓延到整个房子。 (Well, our house caught fire and was burnt down. It started from the kitchen and quickly spread across the entire building.)
4. *= “firemen”	I'm so sorry to hear that. Was anyone injured during the fire? Where's your wife? Did anyone call the fire brigade *? Have you got any family in Australia? (很抱歉发生这样的事。当时有人受伤吗？你的妻子在哪里呢？报火警了吗？你在澳洲还有其他亲人吗？)



5.	<p>我和我妻子都没事。当时是我的邻居帮我报的警。我的妻子受到了很大的惊吓，现在是我邻居在照顾她。我们没有其他亲戚，唯一的儿子在国外留学。我们刚来澳大利亚，人生地不熟的。请你帮我们找一个住处吧！</p> <p>(My wife and I are fine. It was our neighbour that called the firemen. My wife was terrified, so I asked my neighbour to take care of her now. We don't have other family members, our only son is studying abroad. And we just came to Australia, strangers to this land. Please find us somewhere to stay.)</p>
6.	<p>We'll do whatever we can to help you. I think we have emergency accommodation available for you. But first I want you to help me fill out some forms, so that we can find you a place to stay that suits your needs.</p> <p>(我们会尽力帮你的。我们应该能给你找到临时住所。不过首先你需要帮我填表，这样我们才能帮你找到适合你的住宿。)</p>
7.	<p>好的没问题。我需要填写一些什么内容呢？</p> <p>(No problem. What forms do I have to fill?)</p>
8.	<p>Could you please write down your current address, contact details, your son's email and his phone number? Where's your son studying?</p> <p>(你可以写下你的住址、联系方式、你儿子的邮箱和电话号码吗？你儿子在哪里读书啊？)</p>
9.	<p>他在西班牙马德里读书，我只能给你他的手机号码。我能借用一下你的手机给他打电话吗？我的手机被烧坏了。</p> <p>(He's studying in Madrid, Spain. I can only give you his phone number. Can I borrow your phone to call him? My phone was broken in the fire.)</p>
10.	<p>I will have to talk to my manager but I'm sure it can be arranged. Have you brought your passport with you?</p> <p>(我需要先跟我经理请示一下但这应该没问题。你有带护照吗？)</p>
11.	<p>有的。幸好我把护照带在身边了。可是我没有邮箱。</p> <p>(Yes. Thank god I have it with me. I don't have the email address.)</p>
12.	<p>It's ok. We'll contact your son as soon as possible to see if he could come back temporarily to help you with the crisis.</p> <p>(没事。我们会尽快联系你儿子，看看他能不能回来帮你面对这个问题。)</p>



13.	这次意外可能会影响到我儿子的学习，但是也没办法了。 (This could end up affecting my kid's study but there's nothing I can do.)
14.	Don't worry, he doesn't have to stay long. I just received confirmation from my colleague that there is public housing available. We will put in your application right away. (别担心，他不需要回来太久。我刚收到我同事的消息，你的公共住房已经找到了。我们会马上帮你申请的。)
15.	那太好了，谢谢你们在最紧急的时候给我们提供帮助。 (That's fantastic. Thank you so much for helping us when we need it.)
16.	You're welcome. Please don't hesitate to contact us if you have any questions. (别客气。如果你有别的问题请尽管跟我们联系。)
	End of Dialogue

4.8 Carer Allowance 照顾者津贴

Situation	This is a dialogue between a Mandarin-speaking woman and an officer from Centrelink. She went to seek enquiry about her husband suffering from dementia.
1.	Morning, how can I help you? (早上好，请问我能帮到你什么？)
2.	早上好，其实是我朋友建议我来你们这里咨询下关于我丈夫的身体状况的。 (Good morning, my friend suggested I come here to enquire about my husband's health.)
3.	Can you please describe what your husband's problem is? (麻烦你可以描述一下你丈夫的健康问题吗？)
4. *不能译为“can't be compare to”	我丈夫有老年痴呆症，并且他的状况越来越糟了，我现在真的比不上*年轻时候的自己，一个人照顾他对我来说太难了，把我的精力都耗光了。 (My husband has senile dementia, and his condition has gotten worse and worse. I'm no longer the person I used to be when I was younger. It's



	too difficult for me to take care of him just by myself. It drains me completely.)
5.	It must be difficult for you, how is your financial situation? (这对你来说一定很辛苦。你现在经济状况如何?)
6.	我们依靠养老金生活哦, 但我们有自己的房子, 所以和别人比起来还不是那么糟。 (We live on our age pension now, but we still own our house, so we are not that bad compared to others.)
7.	It is good to hear that. Do you have any families here who can help you? (这样还是很不错的。你在这边还有别的家人可以帮你吗?)
8.	没有, 孩子们都在城市里工作, 他们的孩子每周都有活动要去市中心里面参加, 没有人能帮助我。 (Not really. My kids are all working in the city. Their kids have to attend activities every week in CBD. No one can help me.)
9.	In that case, you might be eligible for Carer Allowance. I suggest that you go to Carers Australia for information and advice about carers. (这样的话你应该有资格申请照顾者津贴。你可以去找澳洲照顾者协会, 那里你可以寻求更多信息和有关照顾者的建议。)
10.	这是一个什么样的组织啊, 我没听说过。他们会给我提供怎么样的信息啊? (What kind of organization is this? I've never heard of it. What information would they provide?)
11.	Carers Australia consists of carers like you, providing daily care for those in need. They can also help you find the appropriate carers, someone who can step in and relieve you of your current burdens. (照顾者协会由像你这样的照顾者组成, 为那些有需要的人提供日常护理。他们也会帮助你找到合适的照顾者, 让他们来帮你减轻负担。)
12. *= "They are really my lifesavers"	如果真是那样的话那就太好了, 我很害怕我会撑不下去。他们真是我的救命恩人。我有很多事情要做, 需要花费很多时间和精力。那他们可以帮助我找到怎样的照顾者呢? (If that is true, it'd be great news. I was afraid that I could not hold on any longer. They are such a tremendous help *. I still got a lot on my

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	plate. It takes a lot of time and energy to do those things. So what kind of carers are they able to find for me?)
13.	They can find you a carer who works one day a week or over weekends so that you can have a break. Alright here is the contact information and forms from Carers Australia you need to fill out. (他们可以帮你找到各种不同工作时间的照顾者，比方说一周工作一天或者周末工作，让你可以休息休息。好这是他们的联系方式，请你填写一下他们协会的表格。)
14.	好的，这很简单，小菜一碟。太谢谢你今天的帮助了。 (Ok, that's easy. Piece of cake. Thank you so much for your help today.)
	End of Dialogue



Topic 5: Insurance

5.1 Car insurance claim 车险理赔

Situation	The following dialogue takes place between a Chinese speaking man Mr. Wang and the Claims Officer Amy, from the insurance company NRMA. Mr. Wang wants to make a claim on his car accident.
1.	Hello, thanks for calling NRMA. I'm the Claims Officer Amy, what can I do for you today? (你好, 感谢致电 NRMA。我是理赔顾问 Amy, 有什么可以帮到你?)
2.	你好, 我是王伟。我的保单号是 T193。我昨天发生了车祸, 想要申请理赔。 (Hi, I'm Wang Wei. My policy number is T193. I had a car accident yesterday and want to make a claim.)
3.	Thank you for providing your policy number. Could you tell me what happened in detail? (谢谢你提供的保单号, 可以告诉我事情发生经过吗?)
4. *= "tailgated the car" **基本词汇	昨晚回家的路上, 我们前面那辆车突然紧急刹车, 我们来不及刹车, 就追尾*了。我的前车灯和保险杠都撞坏了。不过幸运的是没人受伤。 (On my way back home last night, the car in front of us braked** suddenly and before we had time to react, we hit the car. Both my headlight and bumper** were broken. But luckily no one was injured.)
5.	Do you have the registration number, make or model of the other car? Did you exchange your names, contact details and driving licenses with the other driver? (你有另一位司机的车牌号码、车的牌子和车款吗? 你有跟那位司机交换姓名、联系方式以及驾照信息吗?)



6. *= “playing on the phone”	是的，我都有。他当时在玩手机，没有注意路况。我买的是全额保险，我应该可以理赔，这没问题吧？ (Yes, I did. That driver was using the phone* at the time and didn't pay attention to the road. I have comprehensive insurance, I should be able to get compensation, right?)
7.	We will need to contact the other driver's insurance company and hear their side of the story before making our decision about your claim. (我们需要先联系对方司机的保险公司，听听他们对事故发生的描述，然后才能决定怎么处理你的理赔个案。)
8. *基本词汇	他说我们没有注意前车状况才追尾的。可惜当时我们没有证人，我们两台车也没装行车记录仪。 (The driver said it was our fault because we didn't pay attention to the road ahead. Unfortunately, there was no witness to the scene and none of us had a dash camera* .)
9.	Don't worry. We will do the best we can. We will carefully consider both sides and make a fair decision. By the way, were you the one driving? (别担心。我们会尽力的。我们会仔细考虑你们双方的说法，然后做出公正的决定。对了，当时是你开车吗？)
10.	不，是我的儿子。他刚拿到全驾照，我当时让他开车，是想增加他开高速的经验。 (No, it was my son. He just got his full license. So I wanted him to drive and get some experience driving on the highway.)
11.	It seems your son is not listed on your policy. Is he under 25? If that's the case, you will have to pay \$600 excess fee if he's at fault. (你儿子似乎不在你保险的受保范围之内。他到 25 岁了吗？如果他还不到，那么你需要在他是责任方的情况下支付 600 块钱的垫底费。)
12.	真倒霉，他刚刚 23 岁。算了，赶快处理了吧，我不想有麻烦。 (Crap, he's 23. Anyway, I want to get this over with. I don't want to get in trouble.)
13.	We will sort out this issue as soon as we can and contact you soon. (我们尽快解决了之后会跟你联系。)
14.	好的麻烦你了，谢谢。 (Ok, I will leave it to you. Thanks.)
	End of Dialogue

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5.2 Family Private Health Insurance 家庭私人医保

Situation	This is a dialogue between a Chinese-speaking woman Mrs Wen and an officer at an insurance centre. Mrs Wen would like to purchase a family private health insurance for her family.
1.	Good morning. Welcome to Urban & Rural Insurance. My name is Tina. What can I do for you today? (早上好, 欢迎来到城乡保险。我叫 Tina, 请问能帮你什么呢?)
2.	你好, 我今天来是想咨询购买家庭私人健康保险的事儿, 主要是作为国民医疗保险的补充。 (Hi. I am here to enquire about purchasing family private health insurance, as a supplement for Medicare.)
3.	I see. We have a variety of different family insurance packages that cater to individual needs, such as Bronze class, Silver class and Gold class. They offer different degrees of coverage with different prices of premiums. Could you provide more details about your family? (我明白了。我们家庭保险套餐的种类有很多, 分别适合不同家庭的需要。例如我们有铜级保险、银级保险和金级保险。这些保险的保单内容不同, 保费的价格也不同。可以麻烦你提供更多家庭信息吗?)
4. *= “after school classes”	是这样的, 我们是双职工家庭, 并且有四个小孩。家里日常花销数额很高, 孩子们都上补习班。我知道买保险的好处, 而且经济上也可以节省出 6 个人的保险费用, 但我们还是希望能找到一个最经济实惠的方式。 (Well, my husband and I are working parents and we have 4 children. Our everyday expenses are high, and the kids have tutoring after school *. I understand the benefits of having insurance, and we can afford 6 people’s premiums, but we prefer to choose the most affordable package.)
5.	Now I understand your situation. I have to admit that raising 4 children in such a big family costs a lot of money. But having a family health insurance can often help you out when you are in a tight spot. (我现在明白你的情况了。我必须承认, 有四个孩子的家庭肯定是开销很大的。但是你如果有买家庭健康保险的话, 那么在紧急关头这份保险是可以救命的。)



6. *policy 根据语境可译为险种或者保单	我懂了。我听朋友说你们的服务很完善。那么，你刚刚讲的那些不同的险种*都有什么区别呢？ (I understand. My friend said your service is pretty comprehensive. What are the differences between the different packages you mentioned?)
7.	The hospital cover of our Gold glass service includes private hospital, dental and optical. There's an allowance of \$200 each year for prescription glasses. It costs about \$5500 for a family of six per year. (金级家庭保险的住院报销包括私立医院住院、牙科以及眼科。而且每年配眼镜有 200 块钱补贴。六口之家一年的保险费是 5500 澳元。)
8.	这个对我来讲有点超出预算了，还有其他选择吗？ (Gold class is slightly out of my budget. Are there other options?)
9.	Given your family circumstances, I would recommend Bronze class, which costs a third of that for Gold class. With Bronze class, you are entitled to up to 35% money-back for medical costs incurred in public hospitals. (根据你的家庭情况，我建议你选择铜级保险。它花费是金级的三分之一。如果你买了铜级保险，你可以报销公立医院 35% 的费用。)
10.	这个听上去不错。请问铜级保险包括叫救护车的费用吗？ (Sounds great. Is ambulance service included?)
11.	The Bronze class insurance only covers medically necessary cases of ambulance services. So I'm afraid it's quite limited. (铜级保险只在必须动用救护车的情况下才能报销救护车的支出。恐怕报销范围有限。)
12.	除非真的出事我们也不会叫救护车的。我们一般很少去私立医院，公立医院也挺好的。我回家跟我老公商量一下，然后给你们答复。 (I won't call ambulance services unless something serious happens. And we rarely go to private hospital. Public hospital is good enough. I will go home and talk to my husband before I get back to you.)
	End of Dialogue

5.3 Travel Insurance Claim 旅游保险理赔



Briefing	The dialogue takes place between a Chinese man named Mr. Huang and an officer from a travel insurance centre. The man lost his phone during a trip to Thailand and wanted to make an insurance claim.
1.	Hello, thanks for calling Wendy travel insurance. My name is Jessica. How can I help you? (你好, 谢谢你致电 Wendy 旅游保险公司。我叫 Jessica, 有什么能帮到你呢?)
2.	你好, 我今天想跟进一下我之前交的理赔申请。因为过去差不多一个月了, 还没有回音。我想知道出了什么问题。 (Hi, I'm calling you today because I want a follow-up on my insurance claim I submitted a while back. It's been almost a month and I haven't heard anything from you guys. I wonder if there's a problem.)
3.	I'm so sorry to hear that. Mr. Huang, is it? Please give me a minute. Ok, your claim has yet to be processed because you didn't attach all the documents we require, such as the original receipt of your phone to settle the claim. That's why your application was delayed. (听到这样的消息很抱歉。是黄先生对吗? 请你稍等。好的, 我们还没有处理你的理赔申请, 这是因为你并没有交上所有我们理赔需要的文件, 其中就包括你手机的原始收据。这也是为什么你的申请会延迟的原因。)
4.	原来是这个原因。可是我手机一年前买的, 收据早扔了。那我应该怎么办? (That explains it. But I bought my phone a year ago and the receipt was thrown away long ago. What should I do?)
5.	We need the original receipt. Did you buy it in Australia? If yes, you can call the shop you bought it from and get them to reprint it for you. (我们需要你的原始收据。你是不是在澳大利亚买的? 如果是, 可以给当时的店家打电话让他们帮你重新打印一张。)
6.	哦, 好主意。我都没想到。我是在澳洲买的! 我回头就去联系店家。还需要什么文件吗? (Good idea! That never occurred to me before. I did purchase the cellphone in Australia. I'll contact the store right after we are done. What other documents do you need?)

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7.	<p>We need a few things to confirm that you are indeed the owner of the phone: the bank statement that shows the purchase of your phone, the police report and finally, the IMEI number.</p> <p>(我们需要几样东西去确认你真的是这台手机的失主。这些东西包括: 当年你买手机的银行记录, 还要警察报告, 最好是你的 IMEI 号码?)</p>
8.	<p>银行账单我不确定, 需要回去找找。警察报告的话我有。当时事发后我马上就去了当地警察局报案。不过报告是泰文, 可以吗?</p> <p>(I'm not sure about that bank statement, I have to go back and check. But I do have the police report. When my phone got stolen, I immediately reported to the local police. But the report is in Thai, is that ok?)</p>
9.	<p>You would need to have the report translated and certified. Also if you still keep your original package of the phone, you will find the IMEI number alongside the bar code. It's used to identify your phone.</p> <p>(你需要将这份报告拿去翻译和做公证。如果你还保留了你手机的包装盒的话, 你可以在上面的条形码旁边找到 IMEI 号码。这是用来识别你的手机用的。)</p>
10.	<p>包装盒在我家里, 没想到这个东西还有用呢。你说了几次需要上面的 IMEI 号码, 请问这是什么啊?</p> <p>(the original package is at my place. I never thought it could still be useful. You said several times there is still IMEI number. What is it?)</p>
11.	<p>IMEI stands for International Mobile Equipment Identity. This is a globally unique 14-digit number assigned to all cellular devices. You can find this serial number on the package of the mobile phone.</p> <p>(这个是国际移动设备识别码。这是一个国际通用的 14 位号码, 所有手机都有一个独特的号码。你可以在手机包装上找到这个序列号。)</p>
12.	<p>好的我明白了。那我回去好好准备这些资料。我发给你们之后我的申请就可以被正式受理了对吗?</p> <p>(Yes, I see. I will go back and prepare these documents. I will send them to you and then my application will finally be processed, right?)</p>
13.	<p>If you have all the documents ready, please send them to our email address. The sooner we receive them, the faster we are going to settle your claim.</p> <p>(如果你所有文件都准备好以后, 麻烦你发到我们的邮箱去就可以了。我们越快收到文件, 就能越快帮你完成理赔的申请。)</p>
14.	<p>好的, 谢谢你, Jessica.</p> <p>(I see. Thank you, Jessica.)</p>



End of Dialogue

5.4 Private Health Insurance Enquiry 私人医保咨询

Situation	This is a dialogue between a Chinese-speaking man Mr Fang and an officer from Private Health Insurance Ombudsman. Mr Fang wants to enquire about his private health insurance.
1. *“Ombudsman” 头衔一般指政府机构，译为“专员”	Good afternoon. I’m Jane Smith, an officer from Private Health Insurance Ombudsman* . What can I do for you? (下午好，我叫 Jane Smith，是一名来自私人医保督察委员会的工作人员。有什么能帮到你吗？)
2.	你好，我叫方赵金，我最近要做一个牙根管手术，我有买私人医保，我想确认一下这个手术在不在受保范围之内。 (Hello, my name is Jin Zhao. I need to have a root canal treatment, and I have private health insurance. I’m wondering if this treatment is included in the insurance policy?)
3.	You would have to ask your insurer about that, I am afraid. If they say yes, then you’d be able to have a claim. (这个问题恐怕你需要问你的保险公司。如果可以的话，你就可以申报理赔了。)
4.	好的我明白了。最近我去医院看病的时候发现，有些医院的收费比国民医保的保额高。这是怎么回事？ (Ok, I see. Recently when I go to hospital to see a doctor, I discover that some hospitals charge more than Medicare coverage. Why is that?)
5.	That tends to happen quite often actually. Some hospitals can charge you up to 15% more than the amount approved by Medicare. However, you can get 100% reimbursement of that approved amount if you are an Australian citizen. (这其实很常见。有些医院收费会比国民医保批准的保额高 15%。但是如果你是公民那就可以全额报销国民医保那部分的保额。)



6. *= “tricked” or “fooled”	<p>有没有搞错?? 这不是骗人吗? 保险公司之前一个字都没提公民可以全额报销的事儿。不带这么玩儿的。</p> <p>(What the hell? The insurance company treated me like a fool! They never mentioned anything about that. This is not how it works.)</p>
7.	<p>I’m sorry to hear that. If that’s the case, I suggest you file a complaint.</p> <p>(听到这个消息很抱歉。如果是这样的话, 我建议你申诉。)</p>
8.	<p>投诉的话是不是要请律师? 真的有用吗?</p> <p>(Would I have to get a lawyer? Does it really work?)</p>
9.	<p>Not for now. To be honest, you won’t get more than the approved amount. But the insurance company may make changes after your case.</p> <p>(目前来说不用。老实说, 你得到的理赔金额不会超过批准的保额。但你的个案结束后, 保险公司可能会作出修改。)</p>
10.	<p>好吧。这对我来说没啥区别。只是这保额没有我想象中高。不过如果以后可以帮到人的话, 都是一件好事。</p> <p>(Ok. This doesn’t make any difference for me. Compensation is just not as high as I thought. But if I could help people out after this, it’d still be a good thing.)</p>
11.	<p>So this is what’s happening. The policy you bought is a promise of assistance when things go wrong, provided that you fall within the policy’s terms and conditions. There is usually a gap fee between the charges from the hospital and payment from insurance companies.</p> <p>(是这样的, 你购买的保险会承诺确保你在出现问题时给你提供帮助, 前提是你需要符合保险单的条款和条件。通常来说医院的收费和保险公司的理赔额度之间是有差额的。)</p>
12. *基本词汇 **高难词汇	<p>我明白的。只是有的保险公司保费一直在涨, 但是免责条款却越来越多, 自费金额越来越高, 真是让人失望。</p> <p>(I understand. These insurers keep increasing their premiums*, but number of their exclusion clauses** also increases, along with more and more out-of-pocket expenses. This is disappointing.)</p>
	End of Dialogue

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5.5 Home insurance claim 住房保险理赔

Briefing	The following dialogue takes place between a Chinese-speaking client Ms. Lu and Jack, a specialist officer from a home insurance company. Ms. Lu's property was damaged recently by fire.
1.	Hi, Ms. Lu. What can I do for you today? (你好卢女士。有什么可以帮到你呢?)
2.	你好，我来是想申请理赔的。我房子上周着火，家具电器都被烧了。 (Hi. I'm here to make a claim. My house caught fire last week. My furniture and appliances were burnt.)
3.	I'm sorry to hear that, Ms. Lu. Let me pull up your account first. I can see you have a home and contents insurance with us that cover fire damage. Could you tell me in detail what happened? (很抱歉听到这样的消息。我来看看你的保险号。没错你确实有买我们的住房保险和屋内财产保险，这些保险的承保范围都包括了火灾。可以告诉我发生什么了吗?)
4.	当时大半夜，我们都在睡觉。突然间客厅的烟感器响了，并且非常大声。我们马上醒了，然后就跑到屋外去了。 (It happened at midnight. We were all sleeping. All of a sudden, the smoke alarm at the living room went off. It was so loud we instantly woke up. Then we ran outside.)
5.	That sounds quite scary. I hope everyone made it out safe and sound. Did the firemen tell you what caused it? (听上去很恐怖。我希望房子里的人都安全逃出来了。消防员有告诉你们到底是什么原因吗?)
6.	找到了，他们说是冰箱的电线老化引起的。 (Yes, they said it's caused by the age of the fridge's electrical cord.)
7.	Did you lose any assets in the fire or has the entire house burnt down? (你有财产上的损失吗？你的房子有被烧毁吗?)



<p>8. *基本词汇</p>	<p>没有，我的房子是双砖结构，所以没有被完全烧毁。很多东西烧没了，厨房的橱柜、客厅的地毯，还有衣服和鞋子全部烧毁了。我的猫也差点被烧死。</p> <p>(No. My house has double brick structure* so it wasn't completely burnt down. A lot of stuff was burnt down, including cupboard in the kitchen, carpet in the living room, clothes and shoes. My cat almost died because of that.)</p>
<p>9. *基本词汇</p>	<p>Since your policy covers both the inside and outside of your house, you will be compensated for the damage sustained in both. It also covers a wide range of activities, such as theft* or attempted theft, storms, lightning and fire. You will get replacements of the same quality and value.</p> <p>(你的保险的受保范围包括你房子内部和外部的损坏，所以你会得到针对这方面的赔偿。另外报销范围还包括盗窃或盗窃未遂、风暴，雷电和火灾。你的房子会得到替换，而且替换会是相同质量和价值。)</p>
<p>10. *= “going to work”</p>	<p>可以尽快付我赔偿金吗？火灾后我搬去我姐家住了。我姐家离我上班的地方很远，通勤很不方便。所以我现在真的很需要钱。</p> <p>(Can I get the compensation as soon as possible? After the fire I moved to my sister's place. But her home is far from my workplace, which makes commuting* really inconvenient. So I really need money now.)</p>
<p>11.</p>	<p>I understand, Ms. Lu. But we need to conduct an assessment on your loss first. An assessor will be arranged to visit your home in order to confirm the amount of damage. If the damage exceeds your maximum coverage, then you may have to pay excess fee.</p> <p>(我理解你卢女士。不过我们需要先评估你的损失。我们会派一位评估员到你们家去确认你们损失的总值。如果总值超过你的最大保额，那你就需要付垫底费。)</p>
<p>12.</p>	<p>好，我知道了。谢谢你。</p> <p>(Ok, I understand. Thanks.)</p>
	<p>End of dialogue</p>

5.6 Car insurance claim II 车险理赔 II



Situation	This is a dialogue between a Mandarin-speaking man and a staff from an insurance company. The man had a traffic accident and wanted to lodge a claim on it.
1.	Hello, I am the insurance officer of your case today. I understand you came here because you reported a traffic accident, am I right? (你好, 我是来负责你理赔个案的工作人员。我知道你今天来是因为出了交通事故对吗?)
2.	是的, 我前几天出了车祸, 所幸没人受伤。但问题是车子受损很严重。 (Yes, I had a traffic accident a few days ago. Luckily no one was hurt but my car sustained serious damage.)
3.	Alright, I'm sorry to hear that. Can you describe what happened at that time? (听到这样的消息我很抱歉啊。你可以告诉我当时发生了什么吗?)
4.	我当时在路上开车。突然间一只袋鼠不知道从什么地方跳到了路中央, 把我吓坏了, 我一时没反应过来就撞上了它。 (I was driving on the road. A kangaroo suddenly jumped out of nowhere to the middle of the road. I was scared and before I could even react to it, it hit my car.)
5.	I understand. This is actually quite common in Australia. May I ask when and where the accident happened? (我明白。这在澳洲还是蛮常见的。你能告诉我这件事是在什么时候和哪里发生的吗?)
6.	当然是在郊外, 你有见过袋鼠在市区跳来跳去吗? 时间大概是晚上十点左右, 月黑风高的。 (Of course, it happened outside of the city. Have you ever seen kangaroos jumping around the city area? It happened around 10PM. It was pretty dark and scary.)
7.	With all due respect, you'll be surprised where you can find kangaroos in Australia. (先生我不是有意反驳你, 不过在澳洲袋鼠出没的地方有很多是你意想不到的。)

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8.	<p>我不管这是不是意想不到，我只在乎我能不能获得理赔。 (I don't care if it is a surprise or not. All I want to know is whether my claim can be settled or not.)</p>
9.	<p>Unfortunately, our insurance dictates that when it comes to animal-related accidents, damage that occurs outside of the city boundary or during night time is not covered. Therefore, I'm afraid we cannot settle a claim for you in this case. (很遗憾的是，我们的保险政策规定，对于跟动物有关的意外，造成的任何损失，只要是在城市以外或者是发生在晚上的，一概不属于理赔范围之内。所以恐怕我们没办法给你报销这笔损失了。)</p>
10. *基本词汇	<p>我车子的前面和侧面都撞出了凹痕。挡风玻璃也碎了，保守估计也要好几千块钱的修理费。真的不能获得理赔吗？这太搞笑了吧！ (Both the front and the side of my car were dented* because of this accident. My windshield was also shattered. It may cost me thousands of dollars for repair based on the lowest estimate. Am I really not eligible to claim the damage? Is this a joke?)</p>
11.	<p>I'm sorry there's nothing I can do at the moment. I wish you would've read our policy thoroughly before. (很抱歉我们真的无能为力。你之前应该好好阅读我们的保单内容。)</p>
	End of Dialogue



Topic 6: Housing

6.1 Build a house 建房

Briefing	This is a dialogue between Ms. Zhou and a builder named Mr. Green.
1.	你好，格林先生。感谢你百忙之中抽空来见我。 (Hello, Mr. Green. Thank you for sparing time out of your busy schedule to see me.)
2.	Good morning, Ms. Zhou. That is totally fine. What can I do for you today? (早上好，周女士。不客气。我今天有什么可以帮到你?)
3. *= permit	我最近买了一块地，并且已经拿到了建筑许可证。我想建一个两层砖木结构的房子。我希望找一家专业的建筑公司帮我盖房子。 (Recently I bought a piece of land and have obtained the construction approval* . I would like to build a two-storey house with brick-wood structure. I hope to find a professional construction company to build my house.)
4. *基本词汇	Sure, we are a fully licensed* and insured company. We have 10 years' experience in this industry. I'm sure we can help build your dream house. (没问题，我们是一个正当牌照经营、有全险的公司。我们这一行已经有十年的经验了。我确信我们可以帮助你建造出理想的房子。)
5.	是的，也正是因为如此，我的中介才会强烈推荐你。你在这个行业已经有了这么多年的经验。你能和我说说建房子的大概步骤吗？我完全不懂这个流程是什么样的。



	(Yes, that's why my agent strongly recommended you to me. You have many years' experience in this industry. Could you please tell me the general procedure of building a house? I know nothing about the procedure.)
6.	Normally, there are four steps. The first step is signing a building contract with a builder. (通常情况下，一共分四步。第一步是和建筑工签订一份建房合同。)
7.	好的。那么第二步是不是就可以开工了呢？我们签完合同就可以建我的房子了，是吧？我已经迫不及待地想要建造属于我自己的房子了。 (Ok. So the second step will be construction, right? You will begin to build my house once we sign the contract, correct? I can't wait to build my own house.)
8.	Yes, you are right. But there will be a preconstruction meeting for us to confirm all details of the house design with you before we start. (是的，没错。但是开工前，我们需要和你开一个建前会议，来确认一下所有房子设计细节。)
9.	好的，这个没问题，也是应该的。确实要把所有细节都确认好才能开始建，否则的话，之后出了问题麻烦就大了。那么另外两个步骤又是什么呢？ (Ok, no problem. Of course, we need to do that. Indeed, we do need to make sure all details are confirmed before construction. Otherwise, we will be in big trouble if there are problems. What are the other two steps?)
10.	The next step is the final inspection of the house after the construction is complete. This is for you to check all those details discussed in the preconstruction meeting and quality of the house. If you are satisfied with the building, the final step is that we will give the key and all relevant documents to you. (下一个步骤是在房屋建成后对其进行最终检查。最终检查可以让你检查所有我们在建前会议上讨论过的细节以及施工质量。如果



	你对房屋满意的话，那最后一步就是我们把房屋钥匙和所有相关文件交付给你。)
11.	我明白了，这个过程好像也没有我想的那么复杂。我听朋友说，盖房子是一件非常头疼的事情。你的解释非常详细。既然你们公司经验这么丰富，我相信你们一定能把我的房子顺利建好的。 (I see. This procedure is not as complicated as I thought. I heard from my friend that building a house was a big headache. Your explanation is quite thorough. Since your company has so much experience, I believe you can build my house as planned.)
	End of dialogue

6.2 Buying a home 置业

Briefing	This is a dialogue between a Chinese speaking client and a real estate agent from Bill Property Solutions. The client is looking to purchase a property.
1. *基本词汇	Good morning, Mr. Chen. I'm Leo from Bill Property Solutions* . I know that you came here today because you want to purchase a property, is that right? (早上好，陈先生。我是来自 Bill 房地产咨询公司的 Leo。我知道你今天来是想要购置房产，对吗？)
2.	你好，很感谢你抽时间来见我。是的，我想要买房，最好是已经建成的房子。原因是我想要尽快搬进去住。租房子住对我来说太麻烦了。 (Hi. Thank you for making time to see me. Yes, I'd like to buy a property and I want it to be a built property. This is because I want to move in as soon as possible. Renting a place is too much trouble for me.)
3.	We offer properties in different price ranges. May I know your budget and what kind of house you are looking for?

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	(我们提供各类不同价位的房子。请问你的预算是多少呢，你想要什么样的房型呢？)
4.	<p>我的预算是大概在 120 万左右。我心目中是希望房子附近有中小学校。里面有三或四个卧室，其中一个最好是套房，里面要有入墙式衣橱。房子里最好还要有游泳池，客厅也要大一点，最好是能放下一个三角钢琴。</p> <p>(My budget is around 1.2 million dollars. I'd prefer for the property to be near primary and secondary schools. I want it to be a 3 to 4-bedroom property. One of the rooms should be a suite with build-in wardrobes. It would be better if the property comes with a swimming pool. I also prefer a big living room that could fit a grand piano.)</p>
5.	<p>Certainly. Well, you are in luck sir. This one here does not only meet your requirements, but also is within 5min's walking distance to train stations and schools. This house is also built with solar panels which help bring down your electricity bills.</p> <p>(没问题。先生你运气真好，这栋房子不仅能满足你的所有要求，而且走路五分钟就能到火车站和学校。这栋房子还建有太阳能板，可以帮你节省电费呢。)</p>
6.	<p>哇，这房子听起来真不错。对了，我有个问题。这次是我第一次买房，我听说是有一些优惠的对吗？</p> <p>(Wow. That sounds great. By the way, I got a question. It is my first time buying a property, I heard there is some benefit. Is that right?)</p>
7.	<p>Yes, you are correct. I was about to ask you about that. If this is your first time buying a property, you will be eligible for First Home Owner Grant from the government.</p> <p>(没错，我正要跟你说这事儿呢。如果这是你第一次买房，那么你就有资格获得政府的首次置业津贴。)</p>
8.	<p>那就太好了，那要领取这个津贴我需要符合什么条件呢？</p> <p>(That's great. So, what are the requirements for claiming the benefits?)</p>



9.	To be eligible for the grant, the property you purchase must be a new home, meaning that it cannot be previously occupied or sold as a place of residence. If this is your principal home, you do not have to pay capital gain tax when selling the property in the future. (想要符合条件, 你所购买的房产必须是新房。也就是说之前不能有人住过, 或是作为住宅出售过。如果这是你的自住房产, 将来售卖的时候, 不需要缴纳资产增值税。)
10.	原来如此。如果要申请首次置业津贴的话, 我需要立马搬进去住吗? (I see. If I want to apply for the grant, do I have to move in immediately?)
11.	No, you don't have to. According to regulations, as long as you move in within 12 months after settlement, you will remain eligible for the grant. (不, 你不需要马上搬进去。根据法规, 只要你在交付后 12 个月内搬进去住, 你就有资格申领津贴。)
12.	这样太好了。那事不宜迟, 我们看房去吧。 (That's great. Now let's not waste any more time* . Let's inspect the properties.)
13.	No problem sir. This way. (没问题先生。这边请。)
	End of dialogue

6.3 Real estate investment 房地产投资

Situation	The dialogue takes place between an English-speaking real estate agent and a Chinese speaking client interested in buying investment properties.
1.	Hi, welcome to Good Life Real Estate. My name is Victoria. What can I do for you today?

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	(你好, 欢迎光临好生活房地产, 我是 Victoria, 今天有什么能帮到你吗?)
2.	你好, 我想咨询一下在澳大利亚投资房地产的事情。 (Hi, I'm here to enquire about investing in Australian real estate.)
3.	Of course. Please take a seat. What are you looking for, residential or commercial properties? (当然没问题, 请坐。你想要看住宅用房还是商业用房呢?)
4.	这两种房产有什么区别吗? 购买这些房产具体有什么要求呢? (What are their differences? Is there any requirement for buying those properties?)
5.	Commercial properties are business focused, including factories, offices, warehouses, retail shops, or other properties for sale and for lease. (商业用房主要是商用为主, 这里包括工厂、办公室、仓库、零售等等, 可以买卖或者出租。)
6. *基础词汇	哦是这样, 作为投资人, 我非常看重房产的投资回报率。买房产的风险高么? (Here's the thing. As an investor, I care very much about the rate of return in property investment *. Are the risks high?)
7. *= “come from”	Rate of return is different depending on the type of properties you purchase. Property investment generates return in the form of * increase in value or rent. (投资回报率会根据你购买的房产种类而有所不同。房产投资的收益一般来自房产增值和租金。)
8. *= “foreign national”	我明白了。听说澳大利亚的贷款政策现在收紧了。我是中国公民, 像我这样的海外买家要申请抵押贷款应该很难吧? (I see. I heard that Australia is tightening their lending rules. As a Chinese citizen, it would be difficult for an overseas buyer * like me to apply for mortgage in here right?)
9.	Yes, indeed. For non-Australian residents, it's hard for you to take out home loans from banks. Alternatively, you can borrow from other financial institutions, but their service fees and insurance rates are much higher. Also, you need to pay stamp duty.



	(没错。对于非澳洲居民来说是很难拿到银行房贷的。当然你可以从其他金融机构获得贷款，不过这么做的话你的服务费和房贷保险支出会高很多。另外你还要付印花税。)
10.	<p>原来是这样。毕竟我不是很了解澳大利亚的投资环境，我担心商业用房风险太高，我想还是考虑买住宅物业吧。那住宅物业有什么要求呢？</p> <p>(I see. I am not familiar with Australian investment environment. I'm worried that the risk of buying commercial properties is too high. So I want to settle on residential properties. What are the requirements for buying residential properties?)</p>
11.	<p>To buy residential properties, you will have to live there for at least three months each year.</p> <p>(要想买住宅用房的话，你每年需要在那里住至少三个月。)</p>
12.	<p>那你觉得什么样的房子比较适合我呢？我现在也不急着入住。</p> <p>(What type of property do you think is suitable? I'm not in a hurry to move in yet.)</p>
13. *基础词汇	<p>Residential properties include established properties* and off-the-plan properties*, and I would suggest buying the latter. This is because you have more time to prepare the remainder of your payment.</p> <p>(住宅用房有两种，一种是现房，另一种是楼花。我建议你买期房，因为这样你会有更多时间支付尾款。)</p>
14.	<p>我回家和家人再商量一下我们的投资计划，然后再考虑一下，谢谢你提供的信息。</p> <p>(I will go back home and discuss our investment plan with my family. Then we will think about it. Thanks for your information.)</p>
	End of Dialogue

6.4 Bond payment and tenancy agreement 租房签约交押金

Briefing	This is a dialogue between a Chinese-speaking man, Mr. Li and an agent from RDR Real Estate. The agent Jenny asked Mr. Li on the phone to come and sign the lease agreement.
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1.	Hi, Mr. Li. This is Jenny's speaking from RDR Real Estate. I'm calling today to inform you that the application for rental is successful. (李先生你好。我是 RDR 房地产的 Jenny。我今天打电话来是想通知你，你的租房申请成功了。)
2.	你好，这个消息太好了！谢谢你 Jenny。请问我下一步要做什么呢？ (Hi, this is really good news. Thank you, Jenny. What's my next move?)
3.	You will need to come to our office, sign the lease agreement and pay the bond. Which day suits you? (你需要到我们的办公室来，签租约和付押金。请问你哪天有空呢？)
4.	明天或者周四都行。下午四点方便吗？我接小孩儿放学后就可以到你们的办公室来签字。 (Tomorrow or Thursday will be fine. Is 4pm ok? I can come to your office to sign the lease after picking up my kids from school.)
5.	Sorry, I am not available until 4:30PM. Would that be ok with you? (不好意思，我下午四点半后才有空。这个时间可以吗？)
6.	更好。这样我的时间更充裕。 (Even better. I would have more time.)
7.	Ok, let's meet at 4:30PM tomorrow then. When you come here, you need to sign the lease and pay the bond, which is 4 weeks of rent. And you also need to pay 2 weeks of rent in advance. (好的，那就明天下午四点半见面吧。来之后你需要在租约上签字，支付押金。你需要支付的押金数额是 4 个星期的租金，而且你还需要预付 2 个星期的租金。)
8.	我明白。那我可以银行卡支付吗？一共六周的房租，我可没有那么大一笔现金。另外我想问一下，这笔押金是由房东持有吗？ (I understand. Can I pay by card? It's 6 weeks of rent. I don't have that much money to pay in cash. Also, is the bond going to be held by the landlord?)
9. *基础词汇	Yes, you can. I will write down a receipt and give it to you for the record. And your rental bond will not be held by the landlord, but

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	<p>instead be deposited with the Residential Tenancies Bond Authority*. The property is vacant at the moment so I can give you the keys tomorrow, Mr. Li. (没问题，当然可以。我到时会给你一张收据作为记录。你的押金不会存放在房东那里，而是由住房租赁押金管理局那边来保管。你租的房子现在已经空了，我明天会把钥匙给你。)</p>
10.	<p>这对于我和我的家人来说真是一个好消息呀。我很高兴可以拿到钥匙。我一直很期待能搬到离我孩子学校更近的地方去住。 (That's great news for me and my family. I'm happy to get the keys. I have been looking forward to moving to a place close to my kids' school.)</p>
11.	<p>The house is certainly well situated. It's a very safe suburb. I think you and your family will enjoy a great time living there. (你的房子地理位置非常好，而且整个区也很安全。我想你和你的家人都会住得很开心的。)</p>
12.	<p>Jenny 很谢谢你的帮忙。多亏了你事情才进展得那么顺利。 (Thank you so much for your help Jenny. It couldn't have been that smooth without you.)</p>
13.	<p>You are too kind, Mr. Li. This is my job and I'm happy to have helped. (李先生你太客气了。这是我的分内事，能帮到你我很开心。)</p>
	End of Dialogue

6.5 Student accommodation 学生住宿

Briefing	This dialogue takes place between a Mandarin-speaking university student and an officer from the university student accommodation office.
1.	<p>I am Roger, from the university student accommodation office. I understand that you want to look for accommodation, right? (你好我是 Roger，是大学学生住宿办公室的工作人员。我知道你是在找房子住是吗？)</p>

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2.	<p>你好。是的，我现在有一个临时住所，我想要在上学期租一个房子长住。</p> <p>(Hi. Yes, I have a place to live for the moment. I want to rent a place long term during the semester.)</p>
3.	<p>Sure. We provide different types of housing. And the rental cost varies from accommodation to accommodation. It depends on how much your budget is.</p> <p>(好的。我们提供各种不同的住房。它们的租金有高低，这取决于你个人的预算是多少。)</p>
4.	<p>我父母会为我付钱的。请问可以给我一份可供选择住处的清单吗？我父母也想看一下。</p> <p>(My parents will pay for it. Could you please give me a list of housing that is available? My parents want to have a look.)</p>
5.	<p>I can certainly do that. The University college is the most popular student dormitory. It has private bathroom. Meals are also provided.</p> <p>(没问题当然可以。大学学校宿舍是最受欢迎的学生宿舍。这里有私人浴室，给学生提供饮食。)</p>
6.	<p>我们班上有很多同学住在学校里，他们都说感觉就像在家里一样。</p> <p>(Many of my classmates live in the student dormitory. They said living there feels like home.)</p>
7.	<p>Exactly. I think the reason why they may feel this way is because most of the students do not want to cook their own meals.</p> <p>(没错。我觉得他们之所以有这种感觉，是因为这里大多数学生都不喜欢自己做饭。)</p>
8.	<p>这听上去还是挺方便的。但恐怕我还是不想住在大学宿舍，因为我不喜欢宿舍里老是有人吵吵闹闹。</p> <p>(It sounds very convenient. But still I'm afraid I don't want to live in the student dorm, because I don't like people making noises around me.)</p>
9.	<p>The university also provides apartments. You still need to share a room with others, but it is much quieter than the student college.</p>



	(大学还有学生公寓。你还是需要跟其他人同住一个房间，但是会比学生宿舍安静很多。)
10.	我在来你办公室的路上看到广告牌上有合租房的信息，请问合租房是怎么操作的呢？ (I saw some information about house sharing on the billboard while I was on my way here. So how does it work with house sharing?)
11.	House sharing refers to renting a house privately outside of the university campus. You'd have to find someone to share the place with. (合租房指的是在校园范围以外私下租房的情况。如果你想要合租的话，那你需要找一位室友。)
12.	那就太好了，我想去问问我的同学，看看他们有没有人愿意跟我合租。 (That sounds great. I will ask my classmates to see if any of them would like to be my roommates.)
13.	I understand. And here is a list of university students looking for roommates. You can check the names to see if there is anyone you know. (我理解。这里有一份学生列表，上面都是我们想要找室友的学生。你可以看看上面有没有你认识的人。)
14.	我明白了，可是我还是不想住在大学宿舍里面。我觉得大学的公寓是最适合我的。谢谢。 (I see. But I still don't want to live in the dorm. I feel the university apartment suits me the best. Thank you.)
	End of Dialogue

6.6 Rental application 租房

Briefing	The following dialogue takes place between a Chinese speaking man and an officer from a real estate agency. The man is inspecting a place for rental.
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1.	Hi, I am Ann, a real estate agent. Have you looked around this apartment? (你好, 我叫 Ann, 是租房中介。你有走一圈, 看看这个公寓吗?)
2.	你好, 安妮, 我已经看过房子了, 真的很不错。但是我还有一些问题想问你。 (Hi, Ann. I looked around the apartment. It's really good. But there're some questions I would like to ask you.)
3.	Of course, what do you want to know? (没问题, 你想问什么呢?)
4.	我看到洗衣间里有一台洗衣机, 请问它是跟公寓一起出租的吗? 我没有洗衣机, 如果有一台的话会很方便。 (I saw a washing machine in the laundry room. Is it for rental along with the apartment? I don't have one myself. It would be pretty convenient if I could have it.)
5.	Yes, it comes with the apartment. It's very convenient, you don't have to buy your own. (没错, 这是跟公寓配套的。非常方便, 你不需要自己去买。)
6.	那真是太好了, 当我进公寓的时候, 我发现在旁边住户的公寓里有狗, 这里的租客是可以养狗的吗? (That's great. When I entered the premises, I found dogs in an apartment next to this one. Are tenants allowed to keep dogs here?)
7.	Yes, but there are some rules. You have to get permission from the owner, and big dogs are not allowed. Small dogs and cats are acceptable. (是的, 但是需要遵守一些规则。你需要房东的同意, 并且不允许养大型犬。小猫小狗都是可以的。)
8.	我没有狗, 但我想买一只, 这里能养狗真的是太好了。 (I don't have a dog yet, but I want to buy one. It's nice to know I can keep it here.)
9.	Yes, several tenants do have small pets, and it makes this building a happier place for everyone.

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*= “让楼里的住户有更多欢声笑语”	(是的, 有几位租客确实有养小宠物, 而且这些小宠物让这栋楼的住客生活更加开心*了。)
10.	我在你们网站上看到了租赁申请表, 所以我就下载下来填写了, 我希望不会出错。 (I saw the rental application form on your website, so I downloaded it and filled it in. I hope I didn't make any mistakes.)
11.	Your application is the first one that I received for this apartment and I have checked the details, it looks fine. (你是第一个申请这套房子的人。我已经看过上面的信息了, 没问题。)
12.	谢谢, 但是英语不是我的母语, 所以我填写的时候很小心, 我怕出错。我真希望我的申请可以成功。 (Thank you. But English isn't my mother tongue, so I was very careful filling it in. I was afraid of making mistakes. I hope my application is successful.)
13.	I will have a look at the application on Monday and make a decision. If it's successful, I will call you and talk about signing the agreement. (我周一会看看你的申请, 然后做决定。如果你的申请成功了, 我会打电话通知你, 跟你谈签租约的事情。)
14.	我真的很喜欢这个公寓, 希望我可以在下周一得到你的回复。 (I really like the apartment, I hope I hear from you next Monday.)
	End of dialogue



Topic 7: Education

7.1 Early learning centre enrollment 早教中心入学

Situation	The following dialogue takes place between a Chinese-speaking mother and an admission officer at an early learning centre. She's enquiring about child enrolment in the centre.
1.	你好，我有两个女儿，大女儿现在三岁半，想要咨询一下入读你们早教中心的事情。 (Hi. I have two daughters. My elder daughter is 3 and a half years old. I want to ask about enrolling them into your early childcare centre.)
2.	Hi. No problem. We do have early learning centre. Unfortunately, there's no vacancy at the moment, but we could add your daughter to the waiting list. (你好，没问题。我们这里有早教中心。遗憾的是，现在已经满员了。不过我们可以将你女儿放在等候名单中。)
3.	我已经打电话问了一圈早教中心，他们都已经满员了，跟我们说要等。那这边要等多久才有位置呢？ (I already called a bunch of centres and asked them, and they all came back with a no. they told us to wait. How long do you think we will have a vacancy here?)
4.	In my experience, the waiting period is 1 to 2 years. Sometimes it takes longer. To be fair, that's quite a long time. Have you considered other early learning centres? (根据经验的话，等待时间一般要 1 到 2 年，有时会更长。你确实要等一段时间。你有考虑过其他早教中心吗？)
5.	有的，我了解过不少其他的中心，但是幼儿园好像没有政府的日托补助对吗？我邻居都说你们的口碑很好，教育服务质量很高，性价比也非常高。我还是想让我女儿来你们这就读。 (Yes we have. I asked many other centres. However, there's no government benefit for childcare centres right? My neighbour said you have a good reputation and high teaching quality. Also your services

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	provide good value for the fee you charge. I want my daughter to come here.)
6. *= “临时 托管”	<p>Thanks for the compliment. We know some of other centres charge half of our fees, but we meet the National Quality Framework criteria and provide professional care services, such as long day care, occasional care and after school care to kids aged between 6 months and 6 years. Just to clarify, cost for childcare centres is fully covered by the government.</p> <p>(谢谢你的称赞。我们知道有些早教中心收费是我们的一半，但是我们满足全国教育质量框架的要求，同时我们提供专业的托管服务，包括全日托管、非全日托管*以及课后托管。我们的服务都是针对 6 个月到 6 岁大的儿童。说明一下，幼儿园的费用是由政府承担的。)</p>
7.	<p>真的很棒，我的小女儿这个月刚满一岁。如果我要帮她申请也要等这么久吗？</p> <p>(Awesome. My younger daughter just turned 1 year old this month. If I want to help her apply, would the waiting time be the same?)</p>
8.	<p>Not necessarily. We have a sibling fast tracking program. That means your younger daughter will enjoy priority in enrolment as long as her sister enrolls here. If anyone on the waiting list withdraws, your daughter may be able to enrol earlier.</p> <p>(不一定。我们这里有兄弟姐妹快速搜索系统。意思是只要你的大女儿在这边入学了，就可以保证小女儿优先入学。如果排在你前面的人退出，你女儿就可以快一点入学。)</p>
9.	<p>那太好了，那请你先帮我大女儿办理吧。请问我要做什么呢？</p> <p>(Great. Please help me add my elder daughter to the list. What should I do now?)</p>
10.	<p>If you are interested, you need to bring your child's birth certificate and fill the details in this application form. There's a 50-dollar charge for putting your daughter on the waiting list. We will contact you when it is ready.</p> <p>(如果决定报名，那么你需要带你孩子的出生证明，然后填写申请表。你交 50 块钱之后我们会将你女儿放进等候名单。排到你女儿之后我们会通知你。)</p>
11.	<p>太谢谢你们了。希望不用等太久。</p> <p>(Thank you so much. Hopefully we don't have to wait too long.)</p>

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End of Dialogue

7.2 TAFE course consultation 新州职校课程咨询

Briefing *基本词汇	The dialogue takes place between a Chinese-speaking student and an officer from a Technical and Further Education institute (TAFE*). The student is making an inquiry about a course.
1.	Hello, this is James from Technical and Further Education. How can I help you? (你好, 我是 James, 来自职业技术学院。有什么可以帮到你呢?)
2.	你好, 我来咨询有关于报名物理治疗师的课程, 请问申请需要满足什么要求呢? (Hi. I'm here to enquire about physiotherapy course. What are the conditions for enrollment?)
3. *基本词汇	Of course. First you need to have completed high school education. Second you need to pass the literacy and numeracy exam* . (当然可以。你首先需要高中毕业, 然后需要通过识读能力和算数能力测试。)
4.	我是 2017 年高中毕业的, 但是我高中是在中国念的, 这样可以吗? (I graduated from high school in 2017. But I did that in China. Is that Ok?)
5.	That's fine. Applicants who completed high school studies in non-English speaking countries need to prove their English proficiency with a recognised English test result. (可以的。如果你是在非英语为母语国家完成的高中学业, 那么你需要证明你的英语水平, 也就是需要有被认可的英语测试的成绩。)
6.	我从来没参加过任何英语考试, 都是在家自学。我可以参加你们这里的考试吗? (I never sat any English tests before. I taught myself at home. Can I take your test here?)

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7. *基本词汇	Yes, you can. Here's a booklet that details a list of English proficiency* tests that we recognise. You can take a look at our website for more information. You are required to achieve at least 80% in listening, speaking, reading and writing. (可以的。我这里有一本小册子，里面列有我们认可的英语能力测试。你可以从我们的网站上找到更多信息。你需要至少在听说读写上，每一门拿超过 80 分。)
8.	好的，那请问如果我通过了英语考试，被学校录取了，那学费是多少呢？ (Ok. If I pass the test, and get accepted into the course, how much is the tuition?)
9.	Tuition fee doesn't apply for this course. You can apply for financial assistance from Department of Education if you are an Australian citizen or permanent resident. Once approved, they would pay for your tuition. (这门专业没有学费的概念。你如果是公民或者永久居民的话可以跟教育部申请援助。一旦申请被批准了，他们就会支付你的学费。)
10.	你的意思是可以让政府帮我付学费，以后再还给政府吗？我现在没有工作，也没有任何积蓄。 (You mean the government can help me pay for my tuition and then I will pay them back? I don't have a job yet or savings either.)
11.	Yes, the government can pay for your education and you will have to pay them back when you have a substantial paid employment. (没错。政府会支付你的学费，你有了高薪工作后需要还。)
12.	好的。看来我还有很多要准备的东西。但是你这么一说，让我产生了积极性。我会在截止日期前提交申请的。 (Ok. Looks like there's a lot I need to prepare for. But after listening to you, I feel like taking more initiative. I will submit my application before deadline.)
	End of dialogue

7.3 High school selection 中学择校

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Situation	This is a dialogue between a Chinese-speaking mother Mrs. Zhang and a school principal. Mrs. Zhang's daughter is about to finish primary school so she is thinking about her high school selection.
1.	Good morning, Mrs. Zhang. My name is Charlette. I'm the principal of Disney high school. What can I do for you today? (张女士早上好。我是 Charlette, 是迪士尼高中的校长。今天有什么可以帮到你吗?)
2.	你好。你们学校真美啊! 我女儿快小学毕业了, 我想帮她看看哪个中学更适合她。选学校这事儿真的很耗时, 也很累人。 (Hi. Your school is beautiful. My daughter is about to graduate from primary school. I want to find a suitable school for her. But choosing a school takes a lot of time. It's exhausting.)
3.	Thank you so much. When it comes to school selection, it does take a lot of work just researching which school suits your daughter's need. Your daughter told us in a survey that she's interested in art when she visited us in Open Day. Is that right? (谢谢你的赞美。择校的事情确实需要耗费很多的精力去研究哪个学校更适合你孩子的需要。你女儿来我们学校开放日的时候给我们做过调查, 她在上面说自己对艺术感兴趣, 是这样吗?)
4.	你们真细心。是的, 她确实对艺术很感兴趣。我丈夫是室内设计师, 估计这就是从小耳濡目染的结果吧。你们有什么艺术类的课程吗? (You guys were very observant. Yes, she's very interested in arts. My husband is an interior designer. I think that's where the influence came from. What art courses do you have?)
5.	I was just about to mention that art is one of our school's core strengths. We have a variety of programs including drawing, sculpting, design, photography etc. One of our art teacher specialises in teaching ink wash painting. (我正想跟你说, 艺术课是我们学校的强项之一。我们有多种艺术课程, 譬如绘画、雕塑、设计及摄影等等。我们其中一位艺术老师很擅长教授水墨画。)



6.	<p>听上去真的很棒啊。那请问你们的数学课怎么样？我觉得只学艺术专业的话，以后生活会很艰难。最好还是学一些实用的课程，例如数学和其他理科课程。</p> <p>(That sounds excellent. How's your math course? I feel if my daughter studies only art subjects, it would be difficult for her to make a living in the future. It's better she gets to learn something more practical, like math and other science subjects.)</p>
7.	<p>I'm glad you mentioned that. Science and math are also our strong suits. Our school team just won first place in the state science competition last year. So we take academic performance very seriously.</p> <p>(我很高兴你提到了这一点。科学和数学也都是我们的强项。我们的校队去年获得了本州的科学竞赛的一等奖。由此可以看出，我们对学生考试成绩也是非常重视的。)</p>
8.	<p>这真的太优秀了。作为校长你一定很自豪吧。</p> <p>(That's brilliant. As a headmaster, you must be so proud.)</p>
9. *不能简称“STEM”	<p>Absolutely. We also have advanced programs designed for students who are passionate about things like science, technology, engineering and mathematics.*.</p> <p>(当然。我们还设有高级课程，提供给那些对科学、技术、工程以及数学很感兴趣的学生。)</p>
10.	<p>还配备高级课程？那你们的教学水平肯定很不一般。我也是希望她能学一学这些课程，掌握实用技巧，比什么都强。</p> <p>(You guys have advanced courses? The quality of your education must be on another level. I hope she can learn those courses as well. Developing practical skills is more important than anything.)</p>
11. *= “足以说明一切”	<p>I appreciate your compliment. Our academic results speak for themselves. If your daughter decides to study here, I guarantee she won't regret the exceptional education we provide.</p> <p>(谢谢你的夸奖。我们的教学成果是有目共睹*的。如果你女儿来我们这里上学，我可以保证她不会后悔接受我们学校的教育。)</p>
12.	<p>好的，很感谢你今天耐心的介绍。我回去和我女儿商量一下，希望可以尽快定下来，然后给你答复。</p>



	(Ok, thanks so much for your introduction. I will go back and discuss with my daughter. I hope we can reach a decision as soon as possible and then get back to you.)
	End of Dialogue

7.4 School Trip 学生出游

Briefing	This is a dialogue between a Mandarin-speaking mother Mrs. Chen, and an English-speaking school teacher Ms. Brown, regarding a school trip.
1.	Hi, this is Ms. Brown, I am trying to reach Bella's parent because we are going to have a field trip which is outside of the school, is that ok with you? (你好, 我是 Brown 老师。我想和 Bella 的父母联系, 因为我们准备去校外郊游学习, 你觉得怎么样?)
2.	你好, 我是 Bella 的妈妈。Bella 已经和我说了这件事。我女儿从来没去过海滨, 她很兴奋呢! (Hello, I am Bella's mom. She told me about this already. My daughter has never been to the coast. She is so excited!)
3.	Yes, all of our students are excited. I will be waiting for Bella on the coach at 7 o'clock in the morning. Please make sure Bella has her breakfast before our departure. (是的, 所有学生都很兴奋。我会在早上 7 点钟在大巴上等 Bella。请确保 Bella 在我们出发之前吃好早饭。)
4.	好的, 他们会去游泳么, 我女儿从没去过海边, 她不会游泳。 (I see. Will they swim? My daughter has never been there, she doesn't know how to swim.)
5.	No, we are going to spend a lot of time exploring the coast and the rock pool, students won't have the time to swim. Don't forget to apply some sunscreen on her. (不会的, 我们主要是会花时间探索海岸和岩池, 学生们不会有时间去游泳的。不要忘记给她涂防晒霜。)



6.	那就好，我会的，我也会给她吃早餐， 那我需要给她准备午餐么？ 还有其他我需要知道的事么？ (Good, I give her breakfast beforehand, should I prepare lunch box for her? is there anything else I need to know?)
7.	No, there is a cafe at our destination. Each kid will receive a list of food they can choose from. (不需要，我们的目的地有咖啡厅， 每个孩子都会收到一份食物清单， 他们可以自行选择。)
8.	是健康食品么， 我不想让她吃太多垃圾食品。 (Do they offer health food? I don't want her to eat too much junk food.)
9.	We have been working with them for years. The food they provide for young kids is very healthy and nutritious. (我们和这间咖啡厅合作很多年了。他们给小孩子提供的食品都很健康， 而且很有营养。)
10.	那就好， 还有其他别的事儿么？ (That's fine, anything else?)
11.	I gave your daughter an authorization form, please sign the form and provide me an emergency contact number. (我给了你女儿一份授权书， 请在授权书上签字， 并且提供紧急联系人的电话号码。)
12.	我可以给你我老公的电话号码么， 我把她送到学校就得去上班了。 (Can I give you the phone number of my husband? Because I have to rush to work after dropping off her at school.)
13.	That's ok, as long as he is contactable in case of emergency throughout the day. (可以的， 只要我们在紧急情况下， 随时都能联系到他就可以。)
14.	好的， 我会签字的， 也会把这件事告诉我老公。谢谢你。 (All good, I will sign this form and inform my husband of this, thank you.)
	End of Dialogue

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7.5 Homework club 家庭作业课外小组

Briefing	This is a dialogue between an English-speaking school principal David and a Chinese-speaking support worker, regarding an after-school tutoring program.
1.	Hello, please come in, how can I help you? (你好, 请进, 有什么可以帮你的吗?)
2.	你好, David, 我想和你谈一下我工作上注意到的事情。 (Hi David, I'd like to talk about something I noticed in my job.)
3.	Sure. You have been in this position for 3 months since you came to Australia. How do you feel? Do you enjoy working with children? (当然了, 从来到澳洲起, 你在这个职位上已经三个月了。感觉怎么样? 你喜欢做跟孩子打交道的工作吗?)
4.	是的, 我很喜欢。但是我发现很多学生对完成家庭作业有困难, 所以我想成立一个课后家庭作业俱乐部来帮助他们。 (Yes, I do enjoy working with them. But I found that it is difficult for some students to cope with their homework. Therefore, I'd like to establish an after-school homework tutoring program to support them.)
5.	That's no problem. But right now, our staff are busy with their work at hand. Do you have any experience in this area? (没问题, 但是现在的员工都忙于手头的工作。你有这方面的经验吗?)
6.	是的, 我有经验。我上一份工作就管理了学生课后作业俱乐部 5 年呢。我感觉很好, 而且这对学生们的帮助也很大, 尤其是来自困难家庭的学生。 (Yes, I do. In my last position, as a manager, I was responsible for a student after-school club for 5 years. I love my job, it's been very helpful to students, especially those from disadvantaged families.)
7.	Sounds great! What's your plan for it? (太好了! 你有什么计划呢?)



8.	我打算成立课后作业俱乐部，并邀请家长和社区的工作人员来帮忙。 (I intend to set up an after-school tutoring club and involve parents and community in this program.)
9.	It would be great to have the right people to set up this program. Who will organize it? (如果能找到合适的人来一起开展这个项目的話，就太好了。那谁来管理这个项目呢?)
10.	我觉得在和家长以及社区领导谈话后，我们应该就能找到足够的志愿者来帮忙。我们需要来自不同学科背景的志愿者，例如英语、数学、科学和生物。 (I reckon we are able to recruit enough volunteers to get the jobs done after communicating with parents and leaders of the community. We need volunteers in a variety of subjects like English, math, science and biology.)
11.	I am more than happy if you take the lead. Do you think we can start running the program in four weeks? (我很愿意由你来负责这个项目。你觉得我们四周后可以正式开始运作吗?)
12.	可以，我有信心我们可以做到。我在这类项目上有丰富的经验，相信我们可以帮助很多学生在学习上追上其他同学。 (Sure, I'm confident that we can. With my ample experience on the project, I believe we can help a lot of students catch up with the rest of their class.)
13.	Fantastic! You can start by spending two hours every day preparing for this program. If the club is successful, we'll expand it in the future. (太好了。你可以每天先花两小时来准备这个项目。如果成功的话，我们将考虑扩大这个项目的规模。)
14.	太好了，谢谢你的帮助。 (Great, thank you for the support.)
	End of Dialogue

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7.6 Inquiry for computer courses 电脑课程咨询

Situation	The following dialogue takes place between a Chinese-speaking student and TAFE officer Mark. The student comes to enquire about courses on computer skills.
1.	Good morning, I am Mark, how can I help you today? (早上好, 我是 Mark, 有什么能帮到你吗?)
2.	你好, 我想问问关于 TAFE 课程信息以及如何申请的事情。 (Hi, I would like to know more about TAFE courses and application process.)
3.	We can certainly help you. We offer a wide range of courses. What are your interests? (我们可以帮到你。这里提供很多不同类型的课程。你对什么比较感兴趣呢?)
4.	我想要上工作技能类的课程, 我对电脑技术感兴趣, 但是我以前没有学过这方面的知识, 所以想学一个简单的。 (I want to take a course about work skills. I'm particularly interested in computer technology. But I have never learnt things like that before, so I want to start with something simple.)
5. *基本词汇	We have many computer courses. Some of those courses are very practical and also popular. Online courses or short-term courses are also provided. We also have certificate* and diploma* courses. (我们有很多电脑课程, 有一些又实用又很受欢迎的课程, 也有网络课程或者短期课程。我们还有证书和文凭课程呢。)
6.	太好了, 谢谢。我感觉最好先上短期课程。我以前从没有接受过这些方面的教育, 我想等自己对电脑有更多了解之后再考虑证书和文凭课程。那短期的课程要怎么申请呢? (Great, thanks. I feel I should start with short courses. I never had any exposure to computer education. I think I should learn more about them before I consider certificate or diploma courses. How to apply for short courses?)

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7.	<p>No problem. Here's a brochure about the courses. For more information, you can go to our website and find application forms. Once you decide which course you want to take, please complete and sign the form before you submit it either online or in person.</p> <p>(没问题。这是课程简介的小册子。你可以上我们网站得到更多资讯，申请表也在上面。一旦你决定了要上什么课程了，请你填好申请表，签名，然后再交给我们。你可以网上交，也可以带过来我们这里。)</p>
8.	<p>谢谢，我还没有上网看过这些信息，但我有电脑，我回家之后会看一看。我会认真选择，看看哪门课最适合我。这些课程怎么收费呢？</p> <p>(Thanks. I never looked up that information online before. But I will use my computer back home to have a look. I will choose carefully and find out which course suits me the best. How much are the courses?)</p>
9.	<p>Tuition fees vary depending on which course you choose. You can see the pricing information on our website as well.</p> <p>(学费会根据你选择的课程来收费，价格会不同。学费信息也都在我们的网站上。)</p>
10.	<p>我明白了。我在填写表格的过程中如果需要帮助，可以再回来找你吗？</p> <p>(I see. If I need help for filling out the forms, can I come back for your help?)</p>
11.	<p>Of course, you can. We have all the forms here and there is always someone at reception to help you.</p> <p>(当然可以啊。你需要的表格我们这里都有，而且前台这边有人可以帮你。)</p>
12.	<p>太好了，很高兴见到你。再见。</p> <p>(Fantastic. Really nice meeting you. Bye.)</p>
	End of Dialogue

7.7 School teacher interview 老师家长见面会



Situation	This is a dialogue between Ms. Lee, a school teacher and Mrs. Liu, a Chinese-speaking mother. She wanted to inquire about her son Ben's school performance.
1.	Good afternoon, Mrs. Liu. Nice to meet you. (午安, 刘女士。很高兴见到你。)
2.	下午好, Lee 老师。谢谢你今天能见我。我今天来是想跟你谈谈我儿子 Ben 的成绩。 (Good afternoon, Ms. Lee. Thanks for seeing me today. I want to talk to you about my son Ben's grades.)
3.	Of course. I'm sorry to tell you that Ben failed his latest exams in physics and chemistry. Other subjects are not that bad. It looks like he could work on his science subjects a bit more. (没问题。很抱歉告诉你, Ben 最近的物理和化学考试不及格。他其他科目还好, 就是理科的话他应该多花些时间。)
4.	是的, 他在家总说这些课程很难理解, 学不明白。 (Yes. He always said at home that it's difficult to understand and learn these subjects.)
5.	It seems he's really struggling with his study. (看起来他的确在学习上遇到了困难。)
6.	是不是课程对他来说太难了? (Is the course too difficult for him?)
7.	The level of those subjects is not high. He should be able to manage it as long as he can pay a little more attention in class and complete his homework on time. (课程难度不高。他只要上课认真听讲, 按时完成作业, 就没问题。)
8. *= "get spaced out"	Ben 是上课走神吗? 是不是总是说话? 有没有打扰到其他同学? 我知道他学习的时候老是分心。 (Does he zone out * in class? Is he always talking? Does he bother other students? I know he's always distracted * when he studies.)
9.	Actually, it's not that bad. Maybe less talk in class will be favourable for his study. He has a lot of room for improvement. (其实没有那么严重。就是上课如果可以少说话的话对他学习是有好处的。他有很大的进步空间。)

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10.	我很担心，我要怎么帮他呢？ (I'm worried. How can I help him?)
11.	I'd recommend you come back and talk to me again next week. We can have a look at how his study is going. You should check his homework regularly, and ask him how he does it. (我建议你下周回来我们再谈一次。我们可以看看他到时候学得怎么样。你需要定时检查他的作业，问问他自己感觉怎么样。)
12.	好的，我会确保他更加努力学习。当然，首先要保证完成作业。 (Ok, I will make sure he studies harder. And first I will make sure he finishes his homework.)
13.	I agree. Hope he can improve his performance in the future. (我同意。希望可以看到他之后有进步。)
14.	如果他的成绩还是没有改善的话，我就得帮他找辅导了。 (If he doesn't improve on his grades, I will have to find tutoring for him.)
15.	That's a good idea. Do you have a tutor in mind? (这个主意不错。你选好辅导老师了吗？)
16.	我的侄子很擅长理科，物理学得很好。他现在在大学修读物理。他应该可以帮到 Ben。 (My nephew is good at science subjects. He is great at physics. He's now studying physics at university. I think he can help Ben.)
17.	Good. You should contact him again to let him help your son. If there is any problem with Ben's performance, I will contact you as soon as possible. (好的。你应该联系他，让他帮你儿子。如果之后 Ben 的成绩有变化，我会尽快跟你联系。)
18.	好的。如果 Ben 在学习上有什么问题，请你随时联系我，谢谢。 (Ok. Please contact me any time if he does. Thanks.)
	End of Dialogue

7.8 Day Care Enrollment 日托入学

Briefing	This is a dialogue between a Mandarin-speaking mother and the head of the after-school care program.
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1.	Hi, my name is Jenny, Director of the after-school care program. How can I help you? (你好, 我叫 Jenny, 我是课后托管服务的负责人, 有什么可以帮到你呢?)
2.	你好, 我女儿下周要上学了, 我想让她上课后托管。 (Hi, my daughter is starting school next week. I want her to be a part of after-school care program.)
3.	No problem. Please tell me your daughter's age so I can find the age group that fits her. (没问题, 请告诉我你女儿的年龄, 这样我好方便找到适合她的年龄组别。)
4.	她今年 7 岁了。 (She's 7 years old.)
5.	I see. There're several other kids in her groups who are the same age as your daughter. It's an opportunity for her to make new friends. (我明白了。有几个小孩也是跟你女儿同一个组的, 大家年纪都差不多。她有机会可以交到新朋友。)
6.	这太好了, 我希望她能交些新朋友, 我害怕她会孤单, 她有点害羞。 (That sounds great. I hope she can make some new friends. I fear she might get lonely, she's a bit shy.)
7.	She will definitely not feel lonely. Our staff on duty will organise a lot of activities and teachers can take care of her until you pick her up after work. (她一定不会感到孤独的。我们值班的工作人员会组织很多活动, 并且老师也会照看着她, 直到你下班接她回家。)
8.	那太好了。我找了一个新工作, 5 点下班之后才能来接她。但有时候我会下班得晚一些, 这个有问题吗? (That's great. I have a new job and I can only pick her up at 5 after work. But sometimes I might finish work late. Would that be a problem?)



9.	No problem. Our program runs until 6:30pm. Many parents pick up their children at different time every day. (没问题。托管课程直到晚上六点半才结束。不少家长每天会在不同时间接小孩儿放学。)
10.	好的，我最晚六点下班，我可能每天不能同一时间来接她。 (Ok, I finish work at 6 the latest. I might have to pick her up at different time.)
11.	It is a good idea to arrange someone else available to pick up your daughter if you work late. (如果你下班比较晚，那么最好就是能够让其他人来接送你女儿放学。)
12.	我能让我妈来接她吗？如果我妈代替我来接她，需要给老师打电话吗？ (Can I have my mom pick her up? If I ask my mom to pick up my daughter, do I need to call the teachers?)
13.	Yes. We need to know who is expected to pick up the kids. We take children's safety very seriously. (没错。我们需要知道当天会是谁来接你的小孩。我们非常重视小孩儿的安全。)
14.	那太好了，我会和我母亲谈谈，请帮我女儿报名入学这个项目吧，谢谢。 (That's great. I will talk to my mom. Please help my daughter enroll for this program. Thanks.)
	End of Dialogue

7.9 Age care course inquiry 老年护理课程咨询

Briefing *基础词汇	This is a dialogue between a young man and a teaching course advisor. The man came to the course provider to enquire about age care .*
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1. *= Summit 教育	Hello I'm Hugh, a senior advisor at Summit Education. how can I help you today? (你好我叫 Hugh, 我是顶峰教育*的高级顾问。有什么可以帮到你呢?)
2.	你好, 我想入读一个老年护理课程。我对此比较感兴趣。 (Hi, I'd like to register for an age care course. I'm interested in the field.)
3.	That's awesome, for the fact that you are interested in age care course. Let me find out what courses are available and relevant for you. (太棒了, 你对老年护理课程是真的感兴趣, 这真的很棒。我帮你找找到底有什么课程在招生并且是适合你的。)
4.	我来澳洲之前, 我就在一家养老院工作。我当时就决定了把它当做我毕生的职业, 所以来澳洲以后我还是想继续从事这个职业。 (Before I came to Australia, I worked in an Old People's Home. At that time I already decided for age care to be my life time profession. So after starting to live here, I want to carry on working in that capacity.)
5.	Age care industry is essential in Australia. It's growing very fast with a lot of working opportunities. We do have some diploma courses available in this direction. With a diploma you will be able to find work soon in the industry. We need dedicated young people like yourself. (老年保健产业在澳洲举足轻重, 发展得也很快, 有很多工作需求。我们也确实有一些提供文凭的课程。有了它, 你就可以在这个行业内很快找到工作。我们正正需要你这样努力上进的年轻人。)
6.	我之前有找过几份工作, 但是雇主说我需要完成一些课程才能上岗就业。 (I actually did some job hunting before, but employers said I need to complete some courses before I can work in the industry.)
7.	No worries, a lot of courses can grant you the certificates needed to work in age care. I will give you some information about those courses.



	(别担心，有很多课程读完之后是可以拿到相关证书的，而凭着这些证书你才可以在老年护理行业工作。我等一下会给你这些课程的相关信息。)
8.	那就太好了，很感谢你。但是我有点担心我的英语水平，我看的懂英语，也能说，但是我觉得自己口音很重。这会是个问题吗？ (That's great thank you, but I'm worried about my English. I can understand and speak English but I feel my accent is too strong. Would that be a problem?)
9.	It does require a basic level of English to undertake some courses. But you do understand English, so that's good news number one. Good news number two is that accent won't be a big problem so don't worry about it too much. (你确实需要掌握基础英语才能入读一些课程。不过你已经能听懂英语了，所以这是一个好消息。另一个好消息是口音不是一个大问题，所以你不需要太担心。)
10.	那就好，请问我要花多长时间完成这个课程，学费是多少呢？ (That's great. So how long does the course take for completion? How much is the tuition?)
11.	How long the course lasts depends on what course you choose. As for tuition, you can apply for financial assistance from the government.) (课程时长取决于你选择什么样的课程。至于学费，你可以申请让政府帮你付学费。)
12.	好的，那我先好好想想再做决定。我希望尽快完成课业，这样就可以找工作了。 (Ok, I will think about it before I make my decision. I want to complete the course as soon as I can, so that I can start looking for jobs.)
13.	I am sure that your previous work experience will help you complete the course and find jobs later on. You can come back and see me if you need to apply for the course. (我相信你之前的工作经验能帮你完成这个课程，并且之后对你找工作也能起到一定帮助。如果你需要申请课程的话你可以回来找我。)

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14.	谢谢你今天的帮助。 (Thank you for your help today.)
	End of dialogue

7.10 Enrollment Enquiries 入学咨询

Briefing	This is a dialogue over the phone between a student and a student service officer. The student just received his offer and wants to enquire about his future study at the University.
1.	Hi. I'm Tony, an officer from the university student office. How can I help you? (你好。我叫 Tony, 来自大学学生服务办公室。有什么可以帮到你吗?)
2.	你好, 我非常开心可以收到你们学校的课程录取通知书了。所以今天想来咨询一些问题。 (Hi. I'm very happy to receive the letter of offer from your university. I'm calling to ask some questions.)
3.	Congratulations on receiving the offer of our course! What questions do you have? (恭喜你被录取了! 你有什么想问吗?)
4.	我之前收到了一封你们发给我含有注册入学表的邮件。在表上有两个开学的日期。我不知道哪个是对的。 (I received an email sent by you guys that contain an enrolment form. On the form, there are two starting dates for my study period. I wonder which one is mine.)
5.	I see. Can you tell me the name of your course? I will cross-check the system and confirm the time for you. (我明白了。你可以告诉我你被录取的是什么课程吗? 我会查查系统, 然后跟你确认时间。)

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6.	我的课程名字是初级计算机和信息技术支持课程。 (My course is Basic Computer and Information Technology Support.)
7.	Alright. We have two types of enrolment for your course. One is full-time enrolment, the other part-time enrolment. That's why you will see two different timetables for the same course. (好的。你的课程是有两种入读方式的。一种是全日制报读，另一种是非全日制报读。这就是为什么同一个课程有两种时间表的原因。)
8.	我报名的是全日制课程。因为我对这个专业非常感兴趣，所以我不想错过开学呢。 (I enrolled in the full-time course. I'm very interested in the course, so I don't want to miss my first class.)
9.	That means you are going with the time schedule in the full-time course. So what else do you need? (那你就是跟全日制课程的课表就是了。还有什么问题吗?)
10. *基础词汇	还有一个问题是学费的事情。请问要怎么支付学费呢？可以分期付款吗？ (The other problem is tuition fee. How to pay the fees? Can I pay by instalments *)
11.	Yes of course. After you enroll in our course, you will be directed to our Cashier's office where the staff will help you with your payment plan. (当然可以。注册入学后，你就可以去找大学的财务办公室，那里的工作人员会帮你制定分期付款的计划。)
12.	好的。如果能分期付款的话，那就太好了。对于我来说，分期付款比一次性付清，容易太多了。 (Ok. It'd be great if I can pay by instalments. For me, it's so much easier to pay by instalments than make a one-off payment.)
13.	When your enrollment is processed, you will receive your student account. You can pay the tuition fee via student account. Your course information will be listed over there.



	(你入学办好以后，你会收到自己的学生账户。你可以通过学生账户来支付学费。你到时也可以在上面找到你的课程信息。)
14.	这听起来太简单了，我现在就去填申请表。谢谢你的帮助，Tony 我真的想尽快入学。 (That's simple. I will fill out the application form. Thank you for your help, Tony. I really want to get enrolled as soon as possible.)
	End of dialogue

7.11 Understanding lectures 课堂理解

Briefing	The following dialogue takes place between a Chinese speaking student and a professor. The student wants to discuss his difficulty in understanding the lectures.
1.	Good morning, please come in and have a seat. How can I help you today? (早上好，请进，请坐。我有什么能帮到你吗？)
2.	我很担心社会工作这门课，我不能完成作业，也很难理解你课上讲的东西。 (I'm worried about my social work course. I can't finish my homework. And I find it difficult to understand what you talk about in class.)
3.	I'm glad that you are here to ask for help. I'm sure we can find a solution. Why do you find it difficult to understand the course? (我很高兴你愿意请求我们的帮助。我相信我们会找到解决方法的。你为什么会觉得课程难以理解呢？)
4.	因为英语是我的第二语言，我大多数情况能听懂你说什么，但是有时你说得太快，我就会漏掉一些词。 (It's because English is my second language. I understand what you say in most cases, but sometimes I miss something when you speak too fast.)

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5.	<p>I see, sorry about that. I do speak fast sometimes. I will slow down a little bit during the lecture so that you can keep up with the class.</p> <p>(我明白了，不好意思。我有时的确会说得很快。我之后上课会放慢点速度，这样你应该可以跟上了。)</p>
6. *= “terminology”	<p>当你讲新内容的时候，我很难听懂。我不熟悉你所用的语言。</p> <p>(I have trouble understanding when you start a new topic. I'm not familiar with the language* you use.)</p>
7.	<p>I can email you my note before the lecture so that you can learn the language we use for the topic, and ask me questions if needed.</p> <p>(下次会在课前将笔记发到你邮箱，这样你就能熟悉这部分内容的词汇了，而且有需要也可以问我问题。)</p>
8.	<p>那太好了，谢谢。如果我不担心语言问题的话，我就可以专注在课程内容上面了。</p> <p>(That's great, thanks. If I don't have to worry about the language problem, then I would be able to focus solely on studying.)</p>
9.	<p>You can also record the lectures, which include all the class discussions, and questions asked by other students.</p> <p>(你也可以将课录下来，里面有课堂讨论以及其他同学的发问。)</p>
10.	<p>好主意，我可以课上记笔记，课下听录音。这样我就不会漏掉任何重要的信息了。</p> <p>(Good idea. I would be able to take notes during class and listen to recordings after class. That way I won't miss anything important.)</p>
11.	<p>I suggest you join the study group at the library on Wednesday. I will email you all the details.</p> <p>(我建议你周三的时候参加图书馆里的学习小组。我会在邮件里给你发关于学习小组的详细信息。)</p>



12.	<p>我都不知道还有学习小组，那我一定要参加。谢谢你今天提供的信息，我之前还怕我不能顺利完成这门课。</p> <p>(I didn't know there was a study group. I will definitely attend. Thanks for providing all the information today. I was afraid that I might not be able to complete the course.)</p>
	End of dialogue

7.12 School teacher interview II 老师家长见面会 II

Briefing	This is a dialogue between a Chinese speaking parent and a math teacher at a meeting. The teacher wants to talk about her daughter's progress on math.
1.	<p>Hi, my name is Sally. I'm your daughter's math teacher. It's nice to meet you.</p> <p>(你好，我是 Sally，我是你女儿的数学老师。很高兴能见到你。)</p>
2.	<p>你好 Sally 我很高兴见到你，但是我很担心你为什么要见我。</p> <p>(Hi, nice to meet you too, Sally. But I'm concerned about why you wanted to see me.)</p>
3.	<p>Nothing bad. Your daughter is settling in pretty well at school. I just want to talk to you about her math skills. She seems to be struggling with that.</p> <p>(不是什么坏事，你女儿在学校适应得很好，我是想和你讨论一下她的数学技巧，她在这方面遇到了困难。)</p>
4. *= "until the end"	<p>好的，我明白了。我知道她不喜欢数学，她总是把数学作业留到最后才做，但我没想到她在这方面有困难。</p> <p>(Ok, I see. I know she doesn't like math. She always puts off math homework till the last minute *. But I never thought she'd have difficulty.)</p>
5.	<p>Indeed. As a matter of fact, she's not keen on math at all. So, I'm talking to you about how we can help her.</p>



	(是的, 她确实对数学不感兴趣, 我们来讨论一下具体能怎么帮到她。)
6.	我会尽我最大的能力来帮她, 我知道数学教育对她来说很重要, 我不希望她的数学被其他同学拉下。 (I tried my best to help her. I know math is a very important part of her education. I don't want her to fall behind other students on math.)
7.	If you can be her supervisor and make sure she does her work, it'd be very helpful. I will also help her in class with teacher's aid on a one-on-one basis. (如果你能每晚监督她做好作业, 这会很有帮助。我同时也会在课上给她提供一对一的额外辅导。)
8.	听起来太棒了 Sally, 我会尽最大的努力辅导她的作业, 不过我也不擅长数学呢。 (That sounds great, Sally. I will try my best to help with her homework, but I'm not good at math either.)
9.	Fine, though I don't think math is an issue for you at this level. I think with extra aid she can improve and catch up quickly. (好吧, 不过我认为这个年级的数学对你来说不是问题。我相信有了这些帮助后她可以很快就能进步并且跟上进度。)
10.	这太棒了, 你觉得她需要参加课后辅导么? 我听说她班上有些同学请了家教。 (Great. Do you think she needs to attend after-school tutoring? I heard that some of her classmates got private tutors for their study.)
11.	No, I don't think it's necessary as of this moment. We will do a review in a few months before our decision. After all, she's done well with other subjects. (不, 我认为现在还不需要, 几个月后我们评核一下她的情况, 然后再做决定。毕竟她的其他学科还是学得不错的。)
12.	这真是不错的想法。多谢你的帮助, 感谢。 (This is a good idea. Thanks for your help. Much appreciated.)

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End of dialogue

7.13 Taking sports course 运动课程咨询

Situation	This is a conversation between a Chinese-speaking mother and a staff at the city sports centre. The mother is interested in enrolling her son in some sport-related courses there.
1.	Good afternoon, ma'am, welcome to the city sports centre. (下午好这位女士，欢迎来到市体育中心。)
2.	你好，我们最近刚搬到这里来。我儿子想要参加一些体育活动。他今年九岁。 (Hi, we just moved here. My son wants to participate in sports. He's nine this year.)
3.	I see. We provide different sports activities for different age groups. What kind of sports does your son like? (明白，我们为不同年龄段的人提供不同的体育活动项目。你儿子喜欢什么运动呢？)
4.	他喜欢踢足球，打篮球和网球。他十分想要在这里参加一些体育活动，并且交一些新朋友。 (He loves soccer, basketball and tennis. He wants to play sports here and make some new friends.)
5.	Yes, we offer football, basketball and tennis, all of the above. But tennis is the most popular sport among his age group. (没错，足球篮球和网球我们都有。但网球是他这个年龄段最受欢迎的体育运动。)
6.	他平时喜欢在电视上看网球比赛，我觉得他很想学网球，特别希望够跟同年龄组的人在一起。 (He loves watching tennis on TV. I think he wants to learn how to play and would love to do it alongside people his age.)

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7. *= “classes”	We have tennis coaching* on Fridays. The lesson starts at 4PM and finishes at 5PM. Competitions are held every Saturday. (我们每周五会有网球课, 时间是下午 4 点到 5 点。每周六我们都会举行网球比赛。)
8.	我不确定他是否想要参加比赛, 但我希望教练依然可以让他参加课程。 (I'm not sure if he wants to get in competitions. But I certainly hope that he's allowed to take the course if he's not in the competition.)
9.	Of course, many students enjoy the coaching lessons, but prefer not to enter the competition. (当然的。很多学生非常享受网球课, 但是不想参加比赛。)
10.	这样我就放心了, 他在学会网球之后也许会去参加比赛。学费是多少钱呢? (It's a relief to hear that. He may want to compete after learning it. How much is the course?)
11.	The fee is \$150 per term. You can pay by cash or credit card depending on which option is more convenient for you. (每个学期 150 澳币, 你可以付现金, 也可以刷卡, 看看你哪样方便。)
12.	我有现金, 我现在就可以付钱, 我希望他能尽快开始上课。 (I have cash at hand. I can pay now. I hope he can start as soon as possible.)
13.	He can start this week. You need to fill in this registration form and tell me his address, phone number and medical conditions, if any. (这周就可以上课了。麻烦你填下报名表, 写下你儿子的住址、手机号和病史。如果有病史的话, 麻烦写一写。)
14.	好的, 他还没有网球拍, 我现在需要去给他买一个。 (Yes. He doesn't have a racket yet. I need to buy him one.)
15.	You can hire a racket to begin with. That way you can make sure your son likes the sport before you buy one. (你可以先租一个球拍。这样你可以先看看你儿子喜不喜欢, 然后再决定买不买。)
16.	谢谢你。这是个好主意, 你真的帮了我很多, 我相信我儿子会非常期待第一天的课程。

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	(Thanks. Good idea. You have been very helpful. I think he's looking forward to his first class.)
	End of Dialogue

7.14 Student progress meeting 学生进度会

Briefing	This is a conversation between a Chinese-speaking mother and a teacher at a student progress meeting.
1.	Good evening I'm Anna. Please come in, I'm so happy to meet you. (晚上好我是 Anna。请进，很高兴能见到你。)
2.	谢谢你 Anna，这是我第一次参加学生进度会议。我不知道是什么情况。 (Thank you, Anna. This is my first time attend student progress meeting. I don't know what we are going to talk about.)
3.	This is only a short meeting to discuss your daughter's performance at school. You can also ask me any questions you have. (这个会议时间不长，主要是为了谈谈你女儿在学校的表现。你有什么问题尽管问。)
4.	我明白了，她告诉我她很喜欢学校，她也交了一些新朋友，我只希望她能够在学业上努力一点。 (I see. She told me that she loves school. She made some new friends. I want her to focus more on her study.)
5.	Yes, she does. She is also a fast learner, although she has only been in this school for a short period of time. (她有呢，她学习很用功。而且她虽然在学校时间不长，但是学得很快。)
6.	我很开心听到这个消息，我现在只是有些担心，她的英文不是那么好。 (I'm glad to hear that. I'm just a bit worried. Her English is not that great.)



7.	<p>She is a pleasure to have in our class. She can benefit more from practicing spelling, but that is not a major concern. She is keeping up with all her other subjects.</p> <p>(她很招人喜欢。拼写方面多练习一下会对她有帮助。但这不是大问题。她所有学科都跟得上。)</p>
8.	<p>我能够做些什么来提高她的拼写吗？我每晚都跟她一起读书，但是我们没有练习拼写。</p> <p>(What can I do to improve her spelling? I study with her every night, but we never practiced spelling before.)</p>
9.	<p>I will give you extra worksheet to take home, so you can help her finish one practice every night. She will improve very quickly if you do that.</p> <p>(我会给你一些额外的练习本带回去，你每晚可以让她练习一次。如果你坚持让她这么做她很快会有进步的。)</p>
10. *基础词汇	<p>谢谢，我需要确保她在做完练习之后才可以开始美术，她喜欢绘画和素描。</p> <p>(Thanks, I need to make sure that she practices spelling before she does fine art. She loves drawing and sketching*)</p>
11.	<p>She's very talented. I think art class will be a good idea. Here's the phone number of a teacher. You can talk to her about taking your daughter to study art.</p> <p>(她真的很有天赋。我觉得上美术课是个不错的想法。我这里有一位老师的电话，你可以跟她谈谈你女儿学美术的事儿。)</p>
12.	<p>好的，谢谢，她非常希望能够参加美术课。那我女儿在学校还有什么别的问题吗？</p> <p>(Ok, thanks. She does want to take art classes. Does my daughter have any other problems?)</p>
13.	<p>No. she's a popular girl in our class. If you have any other questions, here's my school email.</p> <p>(没有了。她在学校很受欢迎。如果你之后还有其他问题的话，你可以记一下我的学校邮箱。)</p>
14.	<p>太好了，如果我之后想起任何问题，我会发邮件联系你。今天能见到你实在是太好了，Anna。再见。</p>

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	(Great. If I have any other questions later on, I will let you know via email. It's nice to see you today, Anna. Bye.)
	End of Dialogue

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Topic 8: Financial & Business

8.1 Seafood business 海鲜买卖

Situation	The following dialogue is between Mr. Smith, an Australian seafood exporter, and Mr. Chen, a Chinese seafood importer. Mr. Chen wants to order seafood from Australia.
1.	Good morning, Mr. Chen. I understand that you are here to talk about seafood exportation to China. How may I help you? (早上好陈先生。我知道你今天来是想谈谈往中国出口海鲜的问题。我可以怎样帮你呢?)
2.	你好, 是的。我听说你们是澳洲最有名最大的海产供应商, 尤其是贝类产品。 (Hello. That's right. I heard you guys are the largest and best known seafood supplier in Australia, especially in shellfish.)
3.	Yes, indeed. We produce a variety of high quality seafoods, such as lobsters from southeast Australia, and oysters from Tasmania. (没错。我们产出的海鲜质量非常高, 特别是龙虾和生蚝。我们的龙虾来自澳洲东南区, 而生蚝则源自塔斯马尼亚。)
4.	我们公司过去一向是从日本和韩国进口海鲜, 因为运费比较便宜。如果从澳大利亚这边入货的话价格会贵很多。 (Our company used to import seafood from Japan and South Korea, as freight cost is low. If imported from Australia, it'd be much more expensive.)
5.	Yes, that's true. But I can guarantee you that our products are of the highest quality. We can adjust our price to make it more competitive. (是的, 没错。我可以向你保证我们的产品质量是最好的。我们可以调整产品价格, 让它变得更有竞争力。)
6.	那你们要怎么降价呀? 龙虾的价格是多少呢?

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	(How are you planning to adjust your price? How much is the lobster?)
7.	For off season, lobsters are \$65 per kilogram. During peak season, however, our production volume is twice as that of low season, so the price would be \$45 per kilogram. (淡季的龙虾是每公斤 65 元。但是旺季的时候我们的龙虾产量是淡季的一倍，所以价格在 45 块钱每公斤左右。)
8.	好的，这个价位我们可以接受。我们打算进口 3.5 公吨的龙虾和 1.5 公吨生蚝。你们可以稳定供应量吗？ (Ok, the prices are good for us. We are going to buy 3.5 tons of lobsters and 1.5 tons of oysters. Can you stabilise supply?)
9.	We can do that, as long as there is no disaster or unexpected circumstances. Once the contract is signed, the price won't fluctuate. Would you be willing to sign the contract today? (我们只要没有天灾或者意外稳定供应量是没问题的。合同一旦签好，价格是不会变的。你愿意今天签合约吗？)
10. *= "fast"	今天做这个决定太仓促了。我需要先跟我合伙人打个电话商量一下细节。你介意带我参观一下你们的仓库吗？ (I don't want to make a hasty * decision. I need to talk to my business partner over the phone for details. Would you mind taking me around your warehouses for a tour?)
11.	Of course. Before we do that, I'd like to show you some samples of our seafood products. Is that ok? (当然可以。在此之前，我想让你尝尝我们的产品，你愿意吗？)
12.	好啊。检验海鲜质量的最好办法就是先品尝一下。 (Great. There's no better way to find out seafood quality than tasting it.)
	End of Dialogue

8.2 Opening Business Account 银行开户

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Briefing	This is a dialogue between a businessman and a merchandise bank officer. The businessman was enquiring about opening a bank account for his business.
1.	Hello, my name is Jim, I am the bank officer of Moonlight Merchant Bank, how can I help you today? (你好, 我叫 Jim。我是月光商业银行的工作人员。请问有什么能帮到你吗?)
2.	你好, 我刚注册成立了一家出口贸易公司, 我朋友跟我说你们银行服务质量很好, 账户安全也做得不错。我今天来是想咨询一下帮我的企业在银行开户的事儿。 (Hello, I have just started a new export company and according to my friend, you provide solid banking services and account security. I'm here to enquire about opening a bank account for my business.)
3.	Oh congratulations on your new business! Please give me a minute. Would you mind telling me the size of your business? (哇恭喜你企业新开张呀! 麻烦你等我一下哈。你可以告诉我你现在企业的规模是多大吗?)
4.	我们现在就是一家小公司。但如果一切如愿的话。有一天我可能会是一家大公司的主管。 (We are a small company at the moment. But if everything goes well, hopefully one day I will be in charge of a big corporation.)
5.	Yeah that would be great. But for now, you only need one account with us, right? (是的, 听起来挺好的。但目前来看你只需要开一个账号对吗?)
6. *基本词汇	是的。但我还需要一张银行卡和一个独立的贷款账户。因为我们是出口公司, 我们有很多交易要用支票来完成。 (Yes. But we still need a debit card and one independent account for business loan. Since we do exportation, a lot of transactions are processed by cheque* .)

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7. *= “dated”	<p>If that's so, export business package is good for you, but we don't provide a cheque book. It has become obsolete* and is being phased out. You can transfer money online.</p> <p>(如果是这样的话，出口企业套餐会比较适合你，但是我们不提供支票簿。支票簿已经慢慢过时，正逐渐被淘汰呢。你可以选择直接网上转账。)</p>
8. *= “wire transfer”	<p>我知道，但我不愿意使用国际电汇，我在上面吃过大亏，让我损失了大量的金钱。</p> <p>(Yes, I know. But I don't want to use international telegraphic transfers*. I suffered a great loss before and lost a lot of money because of it.)</p>
9. *= “平台”	<p>Sorry to hear that. Unfortunately, this happens from time to time, but our bank will give you a security portal for online transaction.</p> <p>(很抱歉听到这样的消息。不幸的是，这种情况时有发生，但是我们的银行可以给你提供一个安全的接口*，以便进行网上交易。)</p>
10.	<p>我什么时候可以申请开户呢？</p> <p>(So when can I apply for it?)</p>
11.	<p>I need to go through some details with you before I can process your application. We need your company address, company registration certificate and 100 points of identification.</p> <p>(我需要跟你确认一些细节，然后才能继续受理你的申请。我们需要你的公司地址、公司注册证明以及总分达 100 分的身份证明文件。)</p>
12.	<p>这些信息我都有。像护照呀、驾照、出生证明还有医保卡什么的我都带来了。不过我还要再考虑一下，因为对我来说没有支票本是一个大问题。你们还有其他优惠吗？</p> <p>(I have the information you need. And I also have those documents with me, such as passports, driver licenses, birth certificates and Medicare. But I will have to wait and think about it. I am not comfortable with the idea of not having a cheque book. Do you guys provide other benefits?)</p>
13. *= “benefit”	<p>Absolutely. As our loyal customer, you will enjoy a special offer, which is our low rate Gold credit card. With that, you will stay in</p>



	control of your finances with our low purchase rate, plus handy extra perks* like international travel insurance. (当然可以。因为你是我们的忠实顾客，我们会给你特别优惠，也就是低费率的信用卡。有了这张卡，你就可以自由掌控自己的财务，享受低费率和额外的优惠，比如国际旅游保险。)
14.	明白了，谢谢你的介绍。我决定还是不要在你们银行开户了。 (I see, thanks for the explanation. I decided I don't want to open account at your bank now.)
	End of Dialogue

8.3 Bank Card 银行卡

Briefing	This is a dialogue between a Mandarin-speaking man and a bank clerk from Commonwealth. He received a bank card by mail and went to a bank nearby his home for enquiry.
1.	Hello, how can I help you today? (你好，有什么可以帮到你？)
2.	早上好，我上周四收到了寄给我的卡，请问这是自动取款机用的，还是有其他什么用途？ (Good morning, I received my bank card last Thursday. Is it for ATM use only or something else?)
3.	Yes, you can use this card for ATM, no problem at all, and also shopping. (是的，有了这张卡你可以使用自动柜员机，完全没有问题，而且你还可以用卡来买东西。)
4.	我从来都不欠别人的钱，我也从来不用信用卡，我要买东西的话我都会先存钱。 (I have never owed anyone money. And I never use credit cards. I save before I buy stuff.)
5.	When you shop with this card, you are using the money you saved in before. (你用这张卡消费的时候，你只会用到你之前存入的现金。)



6.	那我在使用这张卡的时候需要签名或者输入密码吗? (Do I need signature or password to use the card?)
7.	No. For the total amount under 100 dollars, you don't need any password. You only need 4-digit password when you purchase with this card, but please remember, do not write down the card number. (不需要。只要你消费额不超过 100 块钱，你用卡不需要密码。你只需要在消费的时候使用 4 位数的密码就可以了。但记住别将卡号随便写下来。)
8.	我不会的，我还没有那么蠢，但是这样的卡就很容易被小偷偷走来用。 (I won't. I'm not that stupid, but a card like that can be easily stolen for fraud.)
9.	If your card was stolen or damaged, please contact us as soon as possible. We will cancel your card immediately. (如果你的卡被盗或者损坏了，请尽快联系我们。我们会马上注销你的卡。)
10.	现在的技术太先进了，之前我还去本地图书馆去学习使用电脑和网络，但最终我还是放弃了。 (We have such advanced technological development. I tried to learn computer and internet in local library, but gave up at the end.)
11. *官方翻译为“非接触式支付卡”	Yes, technologies are advanced these days, there are new inventions every day. You can use “pay wave*” with this card when you shop at supermarket. The money will be paid directly out of your savings account. (是的，现在技术发展很先进，每天都日新月异。超市购物的时候你可以使用这张卡的闪付功能，钱会直接从你的账户转账。)
12.	这么方便？不会是信用卡吧？如果是信用卡的话我不要，我听说很容易负债的。 (That's convenient! This is not credit card, is it? If it is, I don't want it. I heard it makes it easier to have debts.)
13.	No, this is not a credit card. It is a debit card. You don't have to worry about that.



= “储蓄卡”	(不, 这不是信用卡。这是借记卡。你不需要担心。)
14.	我明白了, 我会先试试用一下这张卡的。谢谢你今天的帮助。 (I see. I will give it a go first. Thank you for your help.)
	End of Dialogue

8.4 Starting business 创业

Briefing	The following dialogue takes place between a Chinese speaking man and an officer from Small Business Commission. The man wants to enquire about starting a new business.
1.	Hi, my name is Simon, from Small Business Commission. How can I help you today? (你好我是 Simon, 是小企业委员会的职员。有什么可以帮到你吗?)
2.	你好, 西蒙, 我刚刚搬到澳大利亚。我想开始做自己的生意, 这样我也可以在这里养活我自己。 (Hi, Simon. I just moved to Australia. I want to start my own business, so that I can make a living here.)
3.	That's great. Welcome to Australia. What sort of business do you want to start? (这太好了。欢迎来到澳洲。你想要做什么类型的生意呢?)
4. *= “food cart”	食品生意, 用移动餐车和货车卖便餐和咖啡。你觉得有市场吗? (Food business. I want to use a food trailer* and a food truck to sell meals (convenience food) and coffee. Do you think there's a market for it?)
5.	Absolutely. Food business is very popular in Australia. Australians love coffee. Mobile food service is also cheaper. (当然。做食品生意在澳洲很受欢迎。澳洲人喜欢喝咖啡。流动饮食服务也更加便宜。)



6.	很高兴你也是这么想的。那请问你可以跟我说一下哪里可以获取更多这类的信息呢？ (I'm glad you agree. Where can I get more information about this?)
7.	You can get more information on government business website. And there are also some programs where you can ask other business owners for advice. (你可以从政府商业相关的网站上找到更多资料。并且在一些活动中，你可以向其他做生意的人取经。)
8.	那真是太好了，我还有很多东西要学，这样我才能建立起来自己做生意的信心。 (Awesome. I still have a lot to learn. After learning much more, I will be able to build my confidence in doing my own business.)
9.	There are a lot of support available for building a business of your own, including, for example, information about how to purchase and build a food truck. As long as you comply with legal requirements, it should be easy to go. (其实政府是有提供支持来帮助大家创业的，比方说告诉你如何购买和打造餐车。只要你满足法律要求，其实过程很简单。)
10.	我知道我需要澳洲商业号。还有其他法律要求吗？ (I know I need ABN. Is there any other legal requirement that I have to meet?)
11.	Yes, you can look up our website for information on law and tax. The information is clear and easy to find. There is also a list of steps to remember. (你可以上我们的官网去浏览关于法律和税务的信息。上面的信息清晰详尽，而且很容易找到。除此以外还有一张自己做生意的步骤清单需要记一下。)
12.	列好一张表计划做什么是非常有帮助的。我想确保我在开始做生意之前满足所有的要求，这样我的生意才能够成功。 (Making a to-do list is very helpful. I want to make sure I fulfill every requirement before I start my business. Only that way will my business succeed.)

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13.	<p>It's very important to set up the business correctly. Once you look at the information on website, you can give me a call for other assistance.</p> <p>(正确做好创业准备是很重要的。你看了网站上的信息之后，你可以打电话给我寻求其他帮助。)</p>
14.	<p>谢谢你，西蒙。可以开始自己做生意真是让我太激动了，我希望我可以尽快开始做生意。</p> <p>(Thanks, Simon. I'm very excited to do my own business. Hopefully I can start as soon as possible.)</p>
	End of dialogue

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Topic 9: Immigration & Settlement

9.1 Australian immigration policies 澳洲移民政策

Briefing	This is a dialogue between an immigration officer and a researcher, Dr. Chen who is interested in the recent changes of Australian immigration policies.
1.	Hello, Dr. Chen. Welcome! Take a seat please. How can I help you today? (你好, 陈博士。欢迎! 请坐。有什么能帮到你吗?)
2.	你好, 是的, 我最近正在写一篇与澳大利亚移民有关的报告。今天来是想要了解一下当下的移民趋势。 (Hi. Yes, I'm writing a report on Australian immigration. I'm here to understand more about the current trend of immigration.)
3.	I'm more than happy to help you. As a country of immigrants, about 1 quarter of Australians were born overseas. Currently the two main types of immigrants in Australia come with a family reunion visa or a skilled independent migration visa. (很高兴能帮到你。作为一个移民国家, 约有 1/4 的澳大利亚人出生于海外。目前在澳大利亚的两种主要移民类型包括家庭团聚移民签证或者独立技术移民签证。)
4.	谢谢你。这个状况我也了解过。资料显示, 在 2012 年的时候, 来自中国的技术移民有 12,000 人, 家庭团聚移民有 6,000 人。 (Thank you. I've learned that before. According to records, there were 12,000 Chinese skilled independent migrants and 6000 migrants on a family reunion visa in 2012.)



5.	<p>That's true. To successfully apply for a family reunion visa, applicants must be sponsored by their family members. For skilled migrants, they must have the professional skills or business experiences that Australian government considers valuable.</p> <p>(你说的对。要成功申请家庭团聚签证，申请者的家人必须担保他们。而独立技术移民，则需要有澳洲政府判断为有价值的专业技术或者工作经验才行。)</p>
6.	<p>我明白了。最近我看好多新闻都与难民有关。很多媒体还说未来会有更多难民涌入澳洲。那难民移民目前在澳洲是什么样的状况呢？</p> <p>(I see. There is plenty of media coverage on refugees lately. A lot of media said there will be even more refugees coming to Australia in the future. What is the current status of refugee immigrants in Australia?)</p>
7.	<p>This is a hotly debated topic right now. The community has expressed more concerns about refugees. But they only consist of 10% of immigration. Most immigrants mainly obtain their permanent residency via other categories of visa.</p> <p>(是的，这个话题可以说是备受热议了。社区比以前更加担心难民问题。不过实际上难民只占了移民人数的 10%。大多数移民还是通过其他签证类别获得永居权的。)</p>
8.	<p>真的吗？你能给出更多数据吗？</p> <p>(Really? Can you provide more data?)</p>
9. *基本词汇	<p>According to the Australian Bureau of Statistics*, around 58% of migrants were granted a skilled migration visa, 32% immigrated via the family stream and just 10% were on humanitarian visas.</p> <p>(根据澳洲统计局的信息，大约 58%的移民拿的是技术移民签证，32%的移民是通过家庭团聚类移民来澳的，只有 10%的移民拿的是人道主义签证。)</p>



10.	我明白了。我还听说，移民的总数正在减少，尤其是来自中国的移民，是这样吗？ (I see. I also heard that the number of immigrants is decreasing, especially for Chinese immigrants. Is that true?)
11. *也可译为： 中国依然是向 澳大利亚移民 人数排第二的 国家，仅次于 新西兰。	The total number of immigrants has been decreasing in Australia and immigrants from China have decreased by 12% compared to last year. Yet China still remains the second largest source country of immigration in Australia, following New Zealand. (澳洲移民的总人数确实是在下降，并且来自中国的移民人数较去年相比下降 12%。但中国仍然是澳洲的第二大移民来源国，仅次于新西兰。*)
12.	谢谢你给我提供的这些信息。信息量很大，我需要时间慢慢吸收消化。 (Thank you for your information. That's a lot of information, I need time to digest it.)
	End of dialogue

9.2 Parent migration / 父母移民 I

Situation	The following dialogue is between a Chinese-speaking person and an officer from the Department of Home Affairs regarding his parent's visa application.
1.	Good morning, I'm John from the Department of Home Affairs. What can I do for you today? (早上好，我是 John，是内政事务部的人。我今天可以为你做些什么呢？)
2.	你好，我想咨询一下我父母来澳洲签证的事情，他们想移民，但不知道符不符合资格。 (Hi. I'm here to enquire about my parents' visa coming to Australia. They want to immigrate to Australia but don't know if they are eligible.)



3. *基本词汇	No problem. Do you mind if I ask about your parents' health? They need to take a physical examination and pass the character test *. They need to prepare a character reference as well. (没问题。你介意我问问他们的健康吗？他们需要接受健康检查，并且需要通过品格测试。他们还需要提供自己的品格证明。)
4.	我父母身体很好，每年体检也没有问题。我父亲是工程师，我母亲是教师，都退休了。提供品格证明不是问题。 (My parents are in good health. Their annual health check shows good results. My father is an engineer and my mother is a teacher. They both retired. They won't have any trouble finding character reference.)
5. *基本词汇	That's good. They may be eligible for a temporary contributory parent visa *, but there must be an Australian citizen or permanent resident to sponsor them. (这很好。他们应该有资格申请临时贡献型父母签证，不过需要澳洲公民或者永久居民的担保。)
6.	这没问题，我是永久居民，已经在澳洲和家人生活五年了。我可以做我爸妈的担保人。 (That won't be a problem. I'm a permanent resident and have been living here with my family for 5 years now. I can be my parents' sponsor.)
7.	Ok. How many kids do your parents have? Where do they live? (好的。你父母有多少个孩子啊？他们住在哪里？)
8.	我有一个弟弟在加拿大，我和两个单身的姐姐住在澳洲。我爸妈大部分的子女和孙子女都在澳洲，这也是我父母想来澳洲的原因。 (I have a younger brother in Canada. I have two sisters living in Australia. So most of my parents' off springs and grandchildren live in Australia, which is why they want to come to Australia.)
9. *基本词汇	In that case, your parents meet the requirements of family balance test *. That means at least half of their children live permanently in Australia.



	(这样的话, 你父母满足了家庭平衡测试的要求。这意味着他们的孩子至少有一半在澳洲定居了。)
10.	听起来太振奋人心了。看来我们的申请会很顺利。 (That sounds awesome. Our application seems to be going well.)
11.	Also, there's another requirement for the visa. They must obtain an assurance of support. An assurance of support means that you guarantee your parents will not have to rely on government benefits after entering Australia. (另外你需要满足一个要求, 就是经济担保。意思是你需要保证你父母来澳洲之后不需要依赖政府福利生活。)
12.	没问题。我父母有 50 万存款, 我也可以照顾他们。所以他们不需要依赖澳洲政府的社会福利和公共医疗。 (No problem. My parents have \$500,000 savings. I can also take care of them. So, they don't need to rely on government benefits or public healthcare.)
13.	Please complete this form for your parents and include your name as the sponsor. Then you can lodge the application to our Perth office. Since there's an annual limit of quota in this category of visa, they may have to wait a while. Please be patient. (麻烦你帮你父母填填这份表格, 然后在担保人这一栏填上你的名字。然后你可以将申请寄到我们的珀斯办公室。由于这个类别的签证每年配额有限, 所以你父母需要等一段时间, 请保持耐心。)
14.	没问题, 我回去跟我父母沟通一下。感谢你今天的帮助。 (No problem. I will talk to my parents back home. Thanks for your help today.)
	End of Dialogue

9.3 Parent migration II 父母移民 II

Briefing	The following dialogue is between an English-speaking migration agent and a Chinese-speaking woman, who is enquiring about her mother's visa application to Australia.
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1.	Good morning, Ms. Man. I'm glad that we finally meet. Please come in. (早安曼女士。很高兴终于见到你。请进。)
2.	早上好，很抱歉我迟到了。我在全球定位系统里输入了错误的地址，刚才没有找到你的办公室。 (Morning. I'm sorry for being late. I entered the wrong address into my GPS, so I couldn't find your office.)
3.	That's alright. Let's talk about the concerns regarding your mother's visa application, shall we? (没事。我们谈谈你母亲签证申请的问题，好吗？)
4. *= "it got put off"	是的，我和我先生之前打算让我的母亲移民过来澳洲，跟我们一起住。但是前段时间因为一些问题耽搁了。 (Yes. My husband and I plan to help my mom immigrate to Australia, so she can live with us. But something happened and we got held up*.)
5.	What kind of delay if I may ask? (请问是什么事情耽误了呢？)
6.	我母亲本来想把国内的房产卖掉，但出了些问题。现在总算解决了。她卖掉了房子，所以现在想尽快办理移民。 (Mother was going to sell the property back home but something was wrong. Now it's all resolved, and she sold the property. So we want to proceed her immigration as quickly as we can.)
7.	When is your mother coming to Australia? So that I can find the right type of visa for her. (你母亲什么时候来澳洲呢？我知道后就可以帮她找到合适的签证类型。)
8.	我们希望她越快越好。我们有 5 个孩子，非常需要帮忙。 (Hopefully as soon as possible. We have 5 kids. We desperately need help to look after them.)
9.	As a mother of four, I completely understand. We wouldn't have been able to manage without the help of my mother-in-law. Have you heard of the new visa reform? (我自己本身也是有 4 个孩子的母亲，我非常理解你。多亏了我婆婆帮忙，我们才搞得定。你有听说最新的签证改革吗？)



10.	<p>签证改革？有听说过，现在的父母签证跟以前不一样了，被临时父母担保签证取代了。我很担心。</p> <p>(Visa reform? I heard about it. It seems the new parent visa is different from before, and is being replaced by temporary sponsorship parent visa. I'm worried.)</p>
11.	<p>You are not wrong to be concerned. The proposal of temporary sponsored parent visa means that your mother can live in Australia. However, she will not be entitled to Medicare and needs to pay for her own private health insurance.</p> <p>(你的担心是合理的。这次提出的临时父母担保签证可以保证你母亲在澳洲居住，但是她不会享有全民医保，她需要负担自己的私人医保。)</p>
12.	<p>可是她一个月就要 2000 块的生活费，实在是太多了。她根本负担不起。有其他办法吗？</p> <p>(But she needs \$2,000 of living expense per month, which is too much. She can't afford it. Is there any other way?)</p>
13.	<p>I wouldn't be too stressed out about it, as the proposed reform has not been approved yet.</p> <p>(我觉得没必要那么紧张，因为这次提出的改革还没被通过。)</p>
14.	<p>谢谢你详细的解释。你真的帮了很大的忙。</p> <p>(Thanks for the thorough explanation. You really helped a lot.)</p>
	End of Dialogue

9.4 Adult Migrant English Program 成人移民英语培训计划

Briefing	<p>The dialogue takes place between a Chinese speaking refugee and an officer from Department of Home Affairs. Ms. Li is asking about what she needs to live in Australia.</p>
1.	<p>Hi, Ms. Li. How's it going? How may I help you today?</p> <p>(你好，李女士，最近好吗？有什么能帮到你？)</p>
2.	<p>你好，我一周前以难民身份来到澳洲，我感觉对这里很多事情都摸不着头脑，感到很焦虑。</p>

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	(Hi. I came to Australia a week ago as a refugee. I feel like there're lots of confusion about things in Australia. I feel anxious.)
3.	Don't worry, we're here to help. We have a variety of programs that can help you settle in Australia. (别担心, 我们会帮助你的。我们有很多项目是可以帮助移民在澳洲安顿并熟悉这里生活的。)
4.	太好了。我听说, 新移民可以参加成人英语课程。是这样的吗? (Great. I heard new immigrants can enroll in adult English program. Is that true?)
5. *官方名称	Yes. You've come to the right place. The Adult Migrant English Program we provide for migrants are designed to prepare them for work and study in Australia with up to 500 hours of basic English training. (没错, 你来对地方了。我们这里提供成人移民英语培训计划*, 这个课程专门帮助移民学英语, 让他们能够适应澳洲的学习和工作环境。这个课程提供最多 500 个小时的基本培训。)
6.	好的, 听上去很好。我想要去上这个课, 感觉能够帮助我找到工作。这个课程是自愿参加吗? (Ok, that sounds good. I want to participate because English can help me find work. Is it voluntary?)
7.	You are right. English is important for you to find work and integrate into society. And yes, it is voluntary. (你说的没错。英语对于你找工作和融入澳洲社会都很重要。是的, 是自愿的。)
8.	我听姑姑和表妹提到过这个课程, 不过听说要花钱, 我没有积蓄, 所以在愁我的生活费用问题。她们六个月之前就来澳洲了, 知道的肯定比我多。 (I heard my aunt and cousin mentioned the program. But it is not a free program, that's why I'm worried about my living expense. They came here six months ago. They must know more than me.)



9.	Do you live with your relatives? (你和你亲戚一起住吗?)
10.	不, 我不跟她们住。她们跟别人住在一个很小的单间公寓里, 而我在外面跟其他人合租。希望这是暂时的。我想以后跟他们一起住。 (No, I don't live with them. They live with other people in a small studio apartment. I rent with other people. I hope it's temporary as I want to live with them.)
11.	So, I understand you prefer to live with your relatives, correct? In that case, I will put you on the waiting list for public housing and I will check if you are eligible for it. (你意思是希望和亲人一起住? 这样的话我把你放在申请公共住房的排队列表上, 我会看看你到底有没有资格。)
12.	非常感谢, 你人太好了, 不是每个人都像你一样这么好。 (Thanks. You are very kind. Not a lot of people are like you.)
13.	Thank you for your kind words. Hope you can enjoy your life in Australia. (谢谢你这么说, 希望你在澳洲生活愉快。)
	End of dialogue

9.5 Application of Australian Citizenship 申请入籍

Briefing	This is a dialogue between a Chinese-speaking man and an officer at the Department of Home Affairs. Mr. Lee is lodging an application for Australian Citizenship.
1.	Good morning, Mr. Lee. How can I help you today? (早安李先生, 今天能帮你什么?)
2.	你好, 我今天来是想问一下申请入籍的事。 (Hi, I am here to enquire about applying for Australian citizenship.)
3.	Sure. Based on our records, you are now a permanent resident in Australia. Is that correct?

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	(当然。根据我们的记录，你是澳洲永久居民，是吗？)
4.	<p>没错，我是 6 个月前得到的永久居留身份。我听说，只要在澳洲住满 4 年就可以直接拿身份了，是这样么？</p> <p>(Yes. I became a permanent resident six months ago. I heard if you have lived in Australia for 4 years, you'd become a citizen, is that correct?)</p>
5.	<p>Well, in this case, you need to stay within Australia for at least 12 months, so that you can apply for citizenship as a permanent resident.</p> <p>(是这样的，根据你的情况，作为永久居民，你需要在澳洲生活至少 12 个月才能申请公民身份。)</p>
6.	<p>那么，除了填写申请表和交纳申请费之外，我是不是还要参加一个入籍考试呢？</p> <p>(Apart from filling out the application form and paying application fees, do I need to take a citizenship test?)</p>
7.	<p>You are right. The Australian Citizenship Test will test your everyday knowledge about the Australian society and the basic rights in Australia.</p> <p>(没错。澳洲入籍考试会考察澳洲社会的基本知识和在澳洲生活的基本权利。)</p>
8.	<p>那我要怎么准备考试呢？有没有什么材料可以让我借阅学习一下呢？</p> <p>(How do you prepare for the test? Do you have any materials I can study with?)</p>
9.	<p>Have a look on our website. The booklet covers all the information that will help with your application and your preparation. There are also 4 practice tests that you can take prior to your final test.</p> <p>(你可以到我们的网站上看看。上面的手册有各种资料，可以帮助你备考和申请。上面还有 4 套练习题，在最终考试前可以去看一看。)</p>
10.	<p>其实，我老公和我 4 年前是持有临时签证过来的。现在我老公持有的是雇主担保移民签证。我老公是专业人士，英语很好。但我英语不好，肯定过不了的。</p>



	(Actually, my husband and I came to Australia on a temporary visa. Now my husband immigrated to Australia via employer nomination. My husband's a professional and his English is great. But my English is very bad, and I don't think I can pass the test.)
11.	Don't worry. The test is not a technical one but one that tests your basic knowledge about Australia. You can also find a booklet in Chinese online. But the final test will be delivered in English only. (别担心。这个考试的技术含量不高，只是用来测试你对澳洲的基本认知。你可以在网上找到中文版的手册。但是最终测试只会用英文来考。)
12.	好的，那谢谢你的耐心解答。我回家好好准备一下，再来找你预约考试和咨询入籍仪式的问题。 (Ok. Thank you for your patience in answering my query. I will go back to prepare for the test before booking the test and enquiring further about the ceremony.)
	End of Dialogue

9.6 Family migration 家庭移民

Situation	The dialogue takes place between an English-speaking migration agent and a Chinese speaking woman, who is enquiring about family migration to Australia.
1.	你好，我想咨询一下关于帮我母亲和姐姐申请移民澳洲的信息。 (Hi, I'm here to enquire about my mother and sister immigrating to Australia.)
2.	I see. Could you please tell me about your family background? (我知道了。可以告诉我你家庭背景的资料吗？)
3.	好的，我现在是永久居民，在澳洲生活已经五年了，而我老公是澳洲公民。我听说帮家人办移民很容易，是吗？ (Yes. I'm a permanent resident. I have lived in Australia for 5 years. And my husband is Australian citizen. I heard it's easy to apply for migration for your family, is that right?)

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4.	<p>Not anymore. As you know, family reunion in Australia can be complex and expensive. How old is your mother?</p> <p>(跟以前比没那么容易了。你也知道, 在澳洲家庭团聚既复杂, 又昂贵。)</p>
5.	<p>我母亲结婚很早, 现在才 40 多岁。我老公跟我想法一致, 都希望我母亲和姐姐能来澳大利亚生活。</p> <p>(My mother was married early. She's now just above 40 years old. My husband and I want my mother and sister to be able to live in Australia.)</p>
6.	<p>I see. The reason I asked is because the Australian federal government is concerned about senior immigrants becoming a burden in Australian society. In other words, Department of Home Affairs tends to grant parent visas that won't add pressure to the welfare system.</p> <p>(我明白了。我之所以这么问, 是因为澳洲联邦政府担心年长的移民会成为澳洲政府的负担。换言之, 内政事务部在处理父母签证申请的时候, 更倾向于颁发签证给那些不会增加福利系统负担的申请人。)</p>
7.	<p>不会的, 我妈很健康。只要她能在这边安顿下来, 我们会照顾她的。你们不用担心。</p> <p>(No, my mom is in good health. As soon as she settles down in Australia, we will take care of her. Don't worry.)</p>
8.	<p>Ok. What is the relationship like between your husband and your mother? Does he agree to sponsor her?</p> <p>(好的。你母亲和你丈夫的关系怎么样呢? 他愿意担保你母亲吗?)</p>
9.	<p>丈夫说会尽全力让她们过来居住。他们在国外相处过一阵, 过得挺好的。</p> <p>(My husband said we should try our best to help them immigrate to Australia. They have lived with one another in my home country, they get along very well.)</p>
10.	<p>It's good that they both have a positive relationship. You should help her apply for parent visa as soon as possible. If she applies</p>



	<p>for the non-contributory parent visa, she could wait as long as 20 years for the application to be processed.</p> <p>(他们关系好是一件好事。你应该要尽快帮她申请父母签证。如果她申请的是非贡献类父母签证的话，她有可能需要等长达 20 年才会完成受理。)</p>
11.	<p>好的。听起来很复杂，很费时啊。有其他选择吗？</p> <p>(Ok. That sounds both complicated and time-consuming. Is there any other option?)</p>
12.	<p>There's also a contributory parent visa. It takes much shorter time to process this visa, which is about 4 to 5 years. But it costs \$40,000 per application.</p> <p>(还有一种是付费类父母签证。这种签证一般受理时间很短，大概 4 到 5 年。但每份申请需要花费 4 万澳元。)</p>
13.	<p>哇，这么贵。那也没办法，我想尽快接她们过来。请问我们需要提供什么信息呢？</p> <p>(That's expensive. There's nothing we can do, I want to bring them here as soon as I can. What information do we need to provide?)</p>
14.	<p>Your mother and sister need to submit their copies of birth certificates. They also have to pass a character test.</p> <p>(你妈妈和姐姐需要上交出生证明。而且她们还要通过品格测试。)</p>
15.	<p>为什么要进行品格测试呢？她们的品格都很好啊。</p> <p>(Why the character test? Both of them have great characters.)</p>
16.	<p>It's mainly for security reasons. The test will be taken at embassy of your home country.</p> <p>(主要是为了安全着想。品格测试会在你们国家的驻澳大使馆里进行。)</p>
17.	<p>好的。对了，如果你们需要任何关于我妈妈的资料的话，可以找我姐姐。我这里有她的联系方式。</p> <p>(Ok. By the way, if you need any information about my mom, you can contact my sister. I can give you her contact details.)</p>
	End of Dialogue



Topic 10: Employment

10.1 Taking a job at bakery 去面包店工作

Situation	This is a dialogue between a Chinese-speaking woman Mrs. Huang, and an officer from Centrelink. The Centrelink officer found a job for her recently.
1.	Hi, Mrs. Huang. Thanks for coming in today. Please take a seat. (你好黄女士。谢谢你今天能来。请坐。)
2.	你好，你今天叫我来，是因为你帮我找到工作了是吗？ (Hi, you asked me to come today. Is it because you found me a job?)
3.	Yes. Based on the working experiences on your resume, I have got a job offer for you at Smith's bakery. It's a part time job. (没错，根据你简历的工作经验，我帮你找到了一份 Smith 面包店的兼职工作。)
4.	那太好了，谢谢你帮我找到了这份兼职。我已经在家闲了很久了。 (That's great. Thanks for finding me the job. I have been sitting around at home for quite a while.)
5.	No worries. It feels good getting back to work, doesn't it? (不用谢。重新回去上班感觉还是不错的，对吧？)
6.	的确如此。有了这份工作，我就可以养两个孩子，并且有一笔收入来补贴家用。 (It is true. With this job, I can raise two children and gain some extra income to cover my family expense.)
7.	I'm glad to hear that. Your employer would like to give you a staff induction, where he'll brief you the roster and your responsibilities. Your commencement date is next Thursday at 9:30 a.m. Think you'll be able to attend?

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	(很高兴能听到这个。你的雇主会给你进行入职培训，给你简单介绍排班表和工作职责的事宜。你的入职时间是下周四的早上九点半，你时间可以吗？)
8.	当然可以。那天我会先把孩子送到学校，然后就直接过去。你可以把地址发给我吗？ (Of course. I will drop my kids off at school and then go straight there. Can you send me the address?)
9.	Sure. You need to sign some documents on that day, such as your employment contract. And you also need to provide your tax file number and your nominated Superannuation fund. (没问题。你需要在当天签署一些文件，例如劳工合同。你还需要提供你的税号和指定的退休基金。)
10. *基本词汇	我昨天刚收到税务局给我发的税号，那现在我只需要找到一家退休金管理公司就行了吗？ (I just received my tax file number yesterday from Australian Taxation Office* . Now I just need to find a Superannuation provider, right?)
11. *= “潜在风险”	That's correct. I'll send you a list of Superannuation Providers. Your employer will also go through the safe work instructions with you and let you know how to report potential hazards in the workplace. (没错。我会发一份退休金管理公司的清单给你看看。你的雇主到时会给你进行工作安全指导，并且会告诉你怎么样汇报工作场所中的 隐患* 。)
12.	这没问题，在这方面我有 10 年的经验，知道如何处理食品和机器。我非常了解个人卫生在食品行业的重要性。 (No problem. I have 10 years of experience in the field. I know how to deal with food and machines. I appreciate the importance of personal hygiene in the food industry.)
13.	That's good to hear. I'll attach your employer's contact details including their address to the email I'm about to send you. (那就好。我会发给你一封邮件，上面有你雇主的联系方式，还有他们的地址。)
	End of Dialogue

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10.2 Looking for a job at café 咖啡馆招聘

Situation	The following dialogue is between a Chinese-speaking woman who wants a job in a café and an English-speaking manager Rachel, in the café.
1.	Good morning, how can I help you today? (早上好, 有什么能帮到你呢?)
2.	你好。我看到了你们橱窗外张贴的招聘信息, 我是来应聘的。请问我该找谁呢? (Hi. I saw the job ad on your window outside. I'm here for the job. Who should I be talking to?)
3.	Hi my name is Rachel. You can talk to me. (你好, 我的名字叫 Rachel。你找我就行。)
4.	你好, Rachel。请问这份工作是全职还是兼职呢? (Hi, Rachel. Is this job a full-time job or a part-time job?)
5.	I'm looking for someone who can work 5 days a week, from Monday to Friday, 9AM to 3PM. Do you think you can do it? (我们找的人需要每周工作五天, 从周一到周五, 工作时间是早上 9 点到下午 3 点。你觉得你可以吗?)
6.	我可以。这个工作时间很适合我。请问这份工作要做什么呢? (I can do that. The time is good for me. What do I do for the job?)
7.	We need a kitchenhand in the kitchen at the back. What experience do you have? (我们需要有人在后厨做帮工。你有什么工作经验吗?)
8. *= “kitchenhand”	我以前在一家咖啡馆做过帮厨和咖啡师。我也曾经在很繁忙的餐馆工作过三年。 (I used to work as a kitchen helper* and a barista at a café before. And I worked at a busy restaurant for 3 years.)
9.	Good. I think you can come in and have a trial shift on Wednesday for a few hours. If everything goes well, then you may start working right away. Are you available on Wednesday?



	(好。我觉得你可以周三过来我们这里试工，做几个小时。顺利的话你就可以开始上班了。你周三可以吗？)
10.	没问题，我周三有时间。 (No problem, I am available on Wednesday.)
11.	You can send your resume to my email and I will have a look later. (你可以把简历发到我邮箱里去，我之后会看。)
12.	好的。请问你的邮箱地址是什么？ (Ok. What is your email address?)
13.	This is my email address. Please put your phone number on the resume as well. I will contact you later. (这是我的邮箱。麻烦你把电话号码也写到简历上去。我之后会联系你的。)
14.	太好了，我今天回去就可以发给你。我家住得不远，我一会回去了就给你发邮件。 (Great. I will send it to you when I'm home. My place is not far from here. So you will get it soon.)
15.	Good. Thank you. See you. (好的，谢谢你。再见。)
	End of Dialogue

10.3 Child care graduate looking for jobs 儿童护理毕业生寻工

Situation	This dialogue is between a recent graduate and an English-speaking recruitment consultant. The graduate has finished a childcare course and is now looking for a job. The graduate is concerned about caring for their own son while they work.
1.	Congratulations on finishing your course on child care. Have you thought about what you want to do now? (恭喜你完成了儿童护理的课程。你有考虑过现在想做什么么？)
2.	谢谢你。我想去幼儿园工作。不过我担心工作时间的问 题，因为我有儿子。

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	(Thank you. I want to work in a childcare centre. But I am concerned about the working hours because I have a son.)
3.	That makes it difficult. But there might be a place for your son in the centre where you get a job. (这的确很困难，不过你可以尝试找一家愿意接收你儿子的幼儿园，而同时他们也愿意聘用你。)
4.	你觉得这有可能么？我不知道工作人员的孩子是否允许上同一个幼儿园。 (Do you think it's possible? I am not sure if the staff is allowed to have their kids in the childcare centre that they work in.)
5.	I think it would depend on the centre. If you get an interview for the job, you can ask about it then. (我看这取决于幼儿园。如果你有面试机会的话，你可以问问他们。)
6.	那会很方便，也许我的儿子可以去别的班，不用由我来照顾他。 (That would be very convenient. Maybe my son can go to another group so that I don't need to take care of him.)
7.	You could mention that. I think your employer would be impressed about that since you have thought about it and found a solution. (你可以告诉他们。你的雇主一定会很高兴，因为你已经考虑过这个问题，还想到了解决方案。)
8.	我也可以做兼职工作，这样我儿子就不需要每天上幼儿园，这可能更简单一些。 (I can also do a part time job, so that my son doesn't have to go to childcare centre every day. That should make things easier.)
9.	We do have some part-time jobs available at child care centres in this area. If you'd like to apply, I can help you. (我们在这个区域有一些幼儿园的兼职工作。如果你想申请，我会帮你的。)
10.	那太好了，我不想在路上花太多时间。如果能在这个地区找到兼职工作就太好了。



	(That would be great. I don't want to spend too much time on my way to work. It would be great if I can find a job in this area.)
11.	Ok. I would send your details of education and experience to your employer. You will receive a phone call if they want to employ you. (好的, 我会将你的教育经历及工作经验发给你的雇主。如果他们想要雇佣你, 你会收到电话的。)
12.	希望不用等太长时间, 我希望能赶快找到工作来养家。 (I hope that I won't have to wait too long. I want to find a job as soon as possible to support my family.)
13.	I think you will get a job easily. You worked hard on your course and did well. The childcare industry is also growing very quickly. (你会很容易找到工作的。你学习时候非常努力, 学得也很好。而且儿童护理产业发展很快。)
14.	你这么说真好, 谢谢你的帮助。 (It's so nice of you for saying that, thank you for your help.)
	End of Dialogue

10.4 Looking for part-time employment 找兼职

Briefing	This is a dialogue between a receptionist at the university student centre and a current student. The student is looking for a part-time job.
1.	Hi, welcome to university student centre. My name is Mark. How can I help you today? (你好, 欢迎来到大学学生中心。我是 Mark, 有什么能帮到你呢?)
2.	你好 Mark, 我想问问找工作的事情。我看到有给学生的招聘广告, 想了解一下。 (Hi Mark. I want to enquire about looking for a job. I saw some job ads for students and so would like to know more about that.)

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3.	You can find such information on the university job-seeking website, and full-time and part-time vacancies are listed there. (你可以在大学的招工网站上找到相关信息, 那里有很多全职和兼职的空缺。)
4.	我倾向于找兼职。我现在学业很繁忙, 没办法做全职。 (I'm more about finding a part-time job. I'm quite busy with study at the moment. I don't have time for a full-time job.)
5.	I see. I understand it's hard for students to commit to a full-time job and studying at the same time. That's why many students choose to have a part-time job. (我明白。我知道学生要同时兼顾学习和全职工作是很困难的。这也是为什么那么多学生选择兼职工作的原因。)
6.	兼职的工作多吗? 我想尽快找到一个兼职来补贴生活费, 我之前在不同领域有很多工作经验。 (Are there many part-time jobs? I want a part-time job as soon as I can because I need the money to cover my living expenses. I've had a lot of experience working in different fields.)
7.	University currently is accepting applications for waiters and kitchenhands in our function centre and conference rooms. Do you have any experience working in cafes or restaurants? (我们大学正在招聘服务员和厨房帮工, 工作地点是在活动中心以及大型会议室。你有在咖啡厅和餐馆工作过吗?)
8.	我做过咖啡厅服务员, 也在厨房工作过。你能给我更多信息吗? 还是说我要去你们网站上找呢? (I worked as a waiter and worked in a kitchen in a restaurant before. Can you give me more information? Or do I need to find more details on your website?)
9.	I can give you some information. Also, there is more related information you can find on the website, as well. You can submit your application online. (我会给你一些信息。另外你可以在网站上找到更多相关信息。你可以在上面提交申请。)



10.	那就太好了，今天早些时候我会查看这个网站，并且申请适合我的工作。 (Great. I will check it out later today, and maybe apply for jobs that suit me.)
11.	Good luck. If you miss out on this opportunity to work in the function centre, you can keep checking the website. New job opportunities are released regularly over there. (祝你好运。如果你错过这次工作的机会，你可以继续留意这个网站。他们定期都会放出新的工作机会。)
12.	我会这样做的。希望我可以尽快找到工作。谢谢你的帮忙。 (I will do that. I hope to find a job as soon as possible. Thank you for your help.)
	End of dialogue

10.5 Work commencement 入职报到

Briefing	This is a dialogue between a new Chinese speaking worker and a training supervisor at a factory. The worker is meeting the supervisor for the first time.
1.	Hi, welcome to your first day at the factory. I'm Green, your training supervisor. (你好，欢迎第一天来工厂上班。我叫格林，是你的监工。)
2.	你好，格林先生。我很高兴你今天能来帮我，我希望我能尽快开始这份工作。 (Hi, Mr. Green. I'm glad you came to help me today. I want to start the job as soon as I can.)
3.	That's great, the first thing you need to do is getting the uniform from the uniform supply department. There are five sets of uniforms to start with. (太棒了，你需要做的第一件事，是从制服部门那里拿到你的制服。一开始共有五套制服。)



4.	<p>我需要买这些制服吗？我不知道这个是怎么运作的。一定要穿吗？我之前工作从来没有穿过制服。</p> <p>(Do I need to buy those uniforms? I don't know how this works. Do I have to wear them? I never had to put on uniforms in my previous jobs.)</p>
5.	<p>No, you don't need to buy them. The department from the factory will supply the uniforms. Items would be replaced when they are worn out or damaged.</p> <p>(你不需要买。工厂制服部门会给你免费提供制服。制服磨损或者破损的话都是可以换的。)</p>
6. *基础词汇	<p>好的，我会记住的。工厂经理在面试的时候跟我说，我需要接受一些入职培训。请问什么时候开始呢？</p> <p>(Ok. I will remember that. During the interview, the manager said I needed to start with some induction training*. So, when should I begin?)</p>
7.	<p>Training will commence once you receive all your uniforms. As your training supervisor, I am here to guide your learning and working progress.</p> <p>(培训在你拿到所有制服之后就会开始。我作为监工主要是引导你掌握新技能和熟悉工作流程。)</p>
8.	<p>我很开心我能接受培训，不过希望我不用在一天之内学完所有东西。我还需要有更多时间来学习。</p> <p>(I'm glad I'm receiving training. But I also hope I don't have to learn everything within a day. I need more time.)</p>
9.	<p>We don't expect you to learn everything in one day. The training program takes around two weeks to complete, which I'm confident would be enough time for you to settle in.</p> <p>(我们当然不认为你一天就能学完所有东西。培训会持续两周左右，我觉得这应该就够你适应工作了。)</p>
10.	<p>谢谢，有两周我就放心多了。我会努力学习，努力工作的，我相信我会干好的。</p>



	(Thank you. I'm much relieved for that. I will learn hard and work hard. I'm sure I will do well.)
11.	<p>We like enthusiastic employees with a good attitude such as yourself. I'm sure you will do well on your job. I will supervise you until you are ready to work alone. The most important thing to learn and understand is safety.</p> <p>(我们就喜欢像你这种态度好、有热情的员工。我相信你会做好的。我会一直监督你，直到你可以一个人完成你的工作为止。最重要的是，你需要了解清楚安全操作。)</p>
12.	<p>我知道了，我会注意和了解安全问题的。如果你准备好了的话，我可以开始工作了。</p> <p>(I see. I will pay attention and learn about safety. I can start now if that's ok with you.)</p>
	End of dialogue

10.6 Leave request 请假

Situation	This is a conversation between a Chinese-speaking employee and the manager Jane, regarding a leave request next month for his son's running race.
1.	<p>Hi, I got your email saying that you wanted this meeting. How can I help?</p> <p>(你好。我收到你的邮件，上面说你想要开会，有什么可以帮到你吗？)</p>
2. *基础词汇	<p>你好 Jane。谢谢你今天来见我。我下个月想要请一段时间的假。</p> <p>(Hi, Jane. Thanks for meeting me today. I want to ask if I could take a leave* next month.)</p>
3.	I see. But we are busy at the moment. And your leave request is made at such a short notice. What do you want the leave for?



	(明白, 不过我们最近很忙, 你这次请假这么迟才告诉我们。你为什么要请假呢?)
4.	我要去儿子的跑步比赛。他最近刚刚在一场重要比赛中胜出, 进了决赛, 所以我们想去看他跑步。 (I want to see my son's running race. He recently won and got into Final for an important competition. So we want to watch it in person.)
5.	That sounds like an exciting opportunity. You must be very proud. How much time do you want the leave for? (听上去是一次难得的好机会呀。你一定很为他骄傲。你需要请多长时间的假呢?)
6.	他非常兴奋。我想请一周的假, 从下个月的 2 号到 9 号。 (He's very excited. I want to get a week, from the 2 nd to the 9 th next month.)
7.	This is quite difficult. Your request is in such a short notice and we are experiencing staff shortage right now. We need you to cover your shift. (有困难。你的申请很迟, 而且我们最近缺人。我们需要你去当班。)
8.	我完全理解。我们也是上周才知道这个消息, 他自己也没有想到会有这么好的表现。 (I totally understand. We didn't know about his win until last week. He didn't even expect this result himself.)
9.	I might need to hire some casual workers who can cover your shift. I need to talk to our employment agent to see if they have any suitable candidates. (我估计需要请临时工来顶班。我会跟我们的职业中介讨论一下, 看看有没有合适的人选。)
10.	我知道我们部门的两个临时工想要工作更长时间。 (I know two casual workers in our department want longer working hours.)
11.	That would be good. I will talk to them. Have you filled in your leave request yet? (这就好。我会跟他们谈谈。你有填写请假表吗?)

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12.	还没有，我想先来问你是否可以请假，之后我再去填表。 (Not yet. I wanted to ask for your approval first and then I would fill it in.)
13.	It's fine. We can work this out. Just fill out the form, send it to me and I will approve. (没问题。我们可以解决这个问题。你先填好表，发给我，我再给你批。)
14.	谢谢你。感谢你的理解。能去现场为他加油呐喊实在太好了。 (Thank you so much. I appreciate your understanding. It's very exciting to be able to cheer for him in person.)
End of Dialogue	



Topic 11: Consumer affairs

11.1 Consumer Complaint 消费者投诉

Situation	a woman named Ms Gao is making a complaint to an officer from the Australian Competition and Consumer Commission, about her recent purchase of PC.
1. *高难词汇	Hello, my name is Gina, I am the Complaint Officer from Australian Competition and Consumer Commission *. How can I help you today? (你好, 我叫 Gina, 我是澳洲竞争与消费者委员会的投诉处理专员。今天有什么可以帮到你呢?)
2.	你好。很抱歉, 我烦死了。我要投诉一家电脑公司。 (Hi. I'm sorry, I'm just so frustrated right now. I need to lodge a complaint about a computer company.)
3.	Please have a seat. Do you need a cup of water? Could you describe what happened? I may take some notes if you don't mind. (请坐。你需要一杯水吗? 你可以描述一下发生了什么吗? 如果你介意的话我会做一些笔记。)
4.	好的我不介意。我想给我儿子买电脑, 于是我去了一家大商场, 我觉得那里的价格会更合理一些。 (that's ok, I don't mind. I wanted to buy my son a computer and went to a mall, because I thought computer prices over there were cheaper.)
5.	Who did you talk to? (你当时是跟谁沟通的呢?)
6. *基本词汇	一个叫 Tom 的售货员当时跟我说, 我儿子刚进大学, 他需要最好的电脑。虽然这个电脑有点贵, 但他说我可以贷款来买。



	(Some sales guy called Tom told me that since my boy is in collage now, he needs the best PC in the market. He also said even if it's a bit pricy, I can take out a loan* to buy it.)
7.	Did he show any paperwork? Did you sign any documents? (Tom 有给你看任何书面文件吗? 他有让你签什么文件吗?)
8.	他当时拿了包括合同在内的各种纸质文件让我签名。我犹豫了。当时他告诉我商店快要关门了, 如果我想今天就把电脑抱回家, 就得尽快决定去签字。于是我就签了。 (He brought a lot of printed documents including the contract for me to sign. I hesitated, but he told me the store was closing, and that if I wanted to bring my son a new PC today, I would have to make up my mind quickly and sign. So, I did.)
9.	It seems clear to me that you were under pressure when you were making your decision. So basically, you signed the papers, paid the deposit and bought the computer from Tom, right? (听上去你似乎当时是在压力之下决定签的名。所以于是你就在文件上签名、付了定金然后就从 Tom 那里买了电脑, 对吗?)
10.	是的。为了给儿子尽快买电脑我就签了。我其实还蛮高兴的。但是我在回家的火车上打开了 Tom 给我的文件。虽然我的英文不太好, 但我也能看得出来我根本付不起贷款。 (Yes, I signed those papers as I wanted to bring home a computer for my son. I was pretty happy. But when I went through the documents Tom gave me on the train back home, even if my English was not good, I could still see there is no way I could pay back the loan.)
11.	This is clearly against consumer rights. A lot of people went through things like this. I will register your information in our system and see what I can do. (这很明显是违反了消费者的权益。很多人都经历过这种事。我会将你的信息记录在我们的系统里面, 然后看看有什么能帮到你的。)
12.	我真是太笨了。我甚至没有打开电脑的包装, 也没有跟我儿子说, 真是太丢人了。



	(I was so dumb, I didn't even open the package or tell my son about this. It's was too embarrassing.)
13. *= "solve the case"	Don't worry, Ma'am. Our officers will see what they can do. You have my word that we will try our best to crack your case* . Have you brought the shopping receipt with you today? I need to have a look at the ABN of the store. (这位女士你别担心。我们的工作人员会尽力帮你的。我向你保证我们会尽全力解决你的案子。你有带收据过来吗？我要查一下那家店的澳洲商业号。)
14.	当然带来了！所有东西我都带来了，包括小票和我签过的文件。我真的希望可以尽快解决这个问题，谢谢你的帮助！ (Of course. Here is everything I brought, including the receipt and the signed documents. I hope this problem can be fixed as soon as possible. Thank you for your help.)
	End of Dialogue

11.2 Faulty appliance 电器故障

Briefing	This is a dialogue between a shop assistant and a Chinese-speaking client, who wants to replace a faulty product.
1.	Good morning, welcome to our store. How can I help you? (早上好，欢迎光临，有什么我可以帮你的吗？)
2.	早上好，前几天我在这个店里买了个产品，但是用不了，所以想你帮我看看。 (Good morning, I bought this product from here the other day. But it was broken. So I wonder if you can have a look.)
3.	It was a right decision for you to bring it back to store. I will see what's wrong with it. Do you have your receipt? (你把他带回来我们店里就对了。我来看看有什么问题，你有带收据吗？)
4.	有的，就在我口袋里。我其实不会用这个电器，你能教教我怎么用吗？



	(Yes, it was in my pocket. I don't know how to use the appliance. Can you show me how?)
5. *基础词汇	Have you read the manual before? It's quite easy. First you connect it to the power cable* , then plug the cable into a socket* . And when it's fully charged, you can press this button to turn it on. (你有看过说明书吗? 挺简单的。首先, 将它连上电源线, 然后插入电源插座。当设备充满电后, 按这个按钮就可以用了。)
6.	有, 但我没看明白。问题是, 当我在家给它通上电, 想用它煮东西的时候, 它却一点反应都没有。你现在可以试试看。 (Yes, but I didn't understand it. The problem is, when I tried to plug it in at home and used it for cooking, it didn't work at all. You can try it yourself.)
7.	Let's plug it into the power board at our counter then. Let's see. That does sound like it's faulty. There might be an electrical fault with the power cord. Now, we can offer you two options: you can either get a refund, or a replacement. (那我们将它接入柜台的插线板试试吧。让我看看。应该是出故障了。可能是电源线出了电路故障的问题。现在你有两种选择, 一是退款, 二是给你换一个全新的产品。)
8.	我还是换一个新的吧, 因为我确实需要这个产品。我只能换相同的牌子吗? 还是换别的牌子也可以? (I prefer a replacement, as I do need this product. Can I replace it with a different brand? Or does it have to be the same brand?)
9.	You can get a replacement from a new brand. If both products have the same price, we can swap them for you. If the replacement is more expensive, you'd need to pay the extra. If it is cheaper, we will refund you the difference, or give you back the exact amount of credit in our store. (你可以换别的牌子。如果两者价格相同, 就可以直接换。如果(换的产品)价格更贵, 你需要额外支付差价; 如果(换的产品)价格更低, 我们会返还差价, 或者给你兑换我们店的抵用金额。)



10.	我还是换牌子吧。我担心同一个牌子可能会有相同的问题，这样就太烦了。我看另一个牌子价格差不多，看起来不错，我想换那个牌子。 (I prefer to switch the brand. I am concerned the same problem might appear with products from the same brand. That'd be annoying. I can see that product with a different brand. The price is similar, it looks good. I want that one.)
11.	Absolutely, would you please take the one you like from the shelf and bring it to the cashier? Our staff will sort out the payment for you. (当然可以，能麻烦你把你想要的产品从货架上拿下来然后拿到收银台这边吗？我们的工作人员会帮你结算费用的。)
12.	好的，谢谢。你真是帮了我一个大忙。 (Ok, thanks. Thank you for being so helpful.)
	End of Dialogue

11.3 Consumer complaint II 消费者投诉 II

Briefing	This is a dialogue between a Chinese-speaking customer and a staff from Customer Service Centre. The customer went to complain about a computer that doesn't work.
1.	Thanks for calling customer service centre. My name is Ben. How can I help you? (谢谢致电消费者服务中心。我叫 Ben。有什么可以帮到你吗？)
2.	最近买了一台电脑，但是却无法工作。那究竟要怎么办呢？ (Recently I bought a computer, but it doesn't work. What should I do?)
3.	I can certainly help you with that. Did you buy it from an electronic store? (我可以在这个问题上帮到你。你是在电子商铺买的电脑吗？)



4.	<p>是的。原价是 1100 元，我是打折后 700 元买的。我当时觉得自己捡了个大便宜。但是我不确定能不能保修。</p> <p>(Yes. The original price was \$1,100, but I bought it on discount for \$700. I felt really lucky getting such a good deal. But I'm not sure if there is warranty.)</p>
5. *基础词汇	<p>Even if you bought the computer on sale, you still have warranty*. Have you been to the store you bought it from and asked them? (即使你买的电脑是打过折的，你还是有权可以得到保修。你有去那个商店里询问吗？)</p>
6. *= “preowned”	<p>我去问过了。但是店里的销售人员说我买的是二手电脑，不是新电脑，所以没有保修服务。他们说我买之前应该仔细查看。</p> <p>(I already asked. But salesperson from the store told me that the computer I bought was secondhand*, not a new one. So there is no warranty for that. they said I should've checked before I bought it.)</p>
7.	<p>That doesn't matter. You still are entitled to a computer of above average quality that is expected to last for a reasonable amount of time.</p> <p>(这无所谓。你仍然有权享有一台质量中等或以上的电脑，并且这台电脑应该至少可以用一段合理的时间。)</p>
8.	<p>我可以要求他们退款吗？</p> <p>(Can I ask for a refund?)</p>
9.	<p>The store will help you sort out the problem. But you may not get to choose your solutions. They could decide to repair, replace or refund.</p> <p>(店家会帮你解决这个问题。不过他们可能不会让你选择解决的方式。他们可能会选择维修、替换又或者退款。)</p>
10.	<p>对我们来说不太公平，我下次买东西的时候一定会仔细查看。</p> <p>(This is not fair for us. Next time I buy things, I will make sure I double check this kind of detail.)</p>
11.	<p>It's really important that you know which item you buy. I suggest you go to the store and speak to the manager.</p>

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	(重点是你需要熟悉你要买的产品是什么。我建议你去店里跟他们的经理说说。)
12.	真是一个好主意。我不想再跟同一个员工说话了。他说话非常粗鲁。 (Good idea. I don't want to speak to the same staff member again. That person was very rude.)
13.	Make sure you call back and tell me what happens after visiting the store. It should be no matter as you already know your customer rights. (你去店里之后记得给我们回电, 跟我们讲讲发生了什么。应该没问题, 因为你已经知道自己有什么消费权益了。)
14.	我今天就会去店里要求和店长说话, 谢谢你的帮助。 (I will go to the store today and demand a word with the manager. Thanks for your help.)
	End of dialogue