

Dialogue**Domain:** Social Services**Gender of English speaker:** Female**Gender of LOTE speaker:** Female**Scenario:**

This dialogue takes place over the phone between an English-speaking Centrelink Social Worker, Melinda, and a Ukrainian-speaking mother, Orysia. Melinda wants to discuss her son's application for Youth Allowance. Vasyl had told the Social Worker that he cannot live with his Mum and is applying for the Living Away from Home Allowance because of conflict in the home.

The dialogue begins now:

No.	Speakers	Segments	Words
1	ENGLISH	Hello, my name is Melinda, I'm a social worker at Centrelink. Do you have a minute to talk about your son? I have an interpreter on the line.	28
2	Ukrainian	Я якраз збиралася йти в магазин, але це може зачекати. Щось сталося з Василем?	
Translation		I was just about to go to the supermarket but it can wait. Has something happened to Vasyl?	18
3	ENGLISH	Everything is fine. Your son has applied for Youth Allowance and I need to speak to you about his circumstances. He said that you had an argument and you told him to leave the house.	35
4	Ukrainian	Так, між нами виникла сварка, і я йому сказала, що поки він живе під моїм дахом, він повинен поводитися належним чином і припинити зустрічатися з деякими своїми друзями. Я чула, що вони причетні до наркотиків.	
Translation		Yes, we had an argument and I told him that while he is living under my roof he has to behave and stop seeing some of his friends. I heard they are involved with drugs.	35
5	ENGLISH	Well, Vasyl told me a slightly different story. He said that he wasn't allowed to return home, so I was considering granting him Youth Allowance at the Living Away from Home rate.	32
6	Ukrainian	Якщо тільки він не буде поводити себе як слід! Я – одна і маю ще двох дітей, за якими потрібен догляд. Хоча й мені зараз важко, але для нього мої двері завжди відчинені. Я тільки хочу, щоб він був у безпеці.	
Translation		Only if he doesn't behave! I'm on my own and with another 2 children to look after. Life's tough right now but my door is always open. I just want him to be safe.	34
7	ENGLISH	It sounds like it's been hard for you bringing up 3 children on your own. Would you like to come into the office to discuss a few options on how we could help you?	34

8	Ukrainian	Я не маю часу йти в офіс. Я працюю щодня по кілька годин, а потім забираю дітей зі школи.	
Translation		I don't have time to go to the office. I work a few hours every day and then I have to pick up my children from school.	27
9	ENGLISH	How about over the phone? I can refer you to some services, like mediation, parent support groups and community organisations.	20
10	Ukrainian	Гаразд, ми можемо поговорити післязавтра, після того, як я заберу дітей зі школи.	
Translation		OK, we can make an appointment for the day after tomorrow after I pick up the kids from school.	19
11	ENGLISH	How does 3.30 sound?	5
12	Ukrainian	3:30 - мені підходить. Я тоді встигну приготувати дітям щось перекусити. Вони (завжди) приходять зі школи (додому) дуже голодні!	
Translation		3:30 is OK. That gives me time to make a snack for the kids; they are always starving when they get home!	23

End of Dialogue**Dialogue - Word Count**

Language	Total number of words	Number of segments with 20 or less words	Number of segments with 21-35 words	Number of segments with less than 10 words
ENGLISH	155	2	4	1
Ukrainian	139	4	2	0
Total	294	6	6	1