

## Dialogue

**Domain:** Social Services

**Gender of English speaker:** Male

**Gender of LOTE speaker:** Female

### Scenario:

This dialogue takes place at a Centrelink office between an English-speaking Centrelink officer and a woman enquiring about receiving benefits as she has cares for her husband, who won't be able to work for the next few months due to being unwell.

### The dialogue begins now:

No.	Speakers	Segments	Words
1	ENGLISH	Good morning, and what can I do for you today?	10
2	CZECH	Dobrý den. Přišla jsem se zeptat, jestli mohu od vlády dostávat nějaké dávky nebo příspěvky.	
Translation		Hello. I've come to see if I am able to receive any government allowances or benefits.	16
3	ENGLISH	OK. Could you please describe your current situation to me so I can see if you might be eligible?	19
4	CZECH	Můj muž byl před dvěma týdny vážně zraněn při dopravní nehodě a nebude moci několik měsíců pracovat.	
Translation		My husband was seriously injured in a traffic accident two weeks ago and won't be able to work for months.	20
5	ENGLISH	What exactly is wrong with him? Do you have a letter or certificate from your doctor describing his symptoms?	19
6	CZECH	Ano, tady to je. Jak vidíte, má řadu různých zranění, ale nejhorší je jeho pravá noha. Má zlomenou stehenní kost.	
Translation		Yes, here it is. As you can see, he has various injuries but the worst one is his right leg. His thigh is fractured.	24
7	ENGLISH	I see. Yes, that would certainly complicate matters. Is he the sole income earner in the household or do you work as well?	23
8	CZECH	Ne, nemám práci, protože máme tři malé děti a jesle jsou tak drahé. On je zaměstnán pouze příležitostně takže nedostává nemocenskou.	
Translation		No, I don't have a job as we have three small children and childcare is so expensive. He's only employed casually so doesn't get sick pay.	26
9	ENGLISH	So you don't have any money coming in? I can see you are receiving family benefits for the children so you're already in our system.	25
10	CZECH	Ano, žili jsme z našich úspor, ale neměli jsme moc. Musím pro něj všechno dělat teď, když je venku z nemocnice.	
Translation		Yes, we've been living on our savings but didn't have much. I have to do everything for him now he is out of hospital.	24

11	ENGLISH	That must be difficult for you.	6
12	CZECH	Ano, speciálně když tu nemám žádnou rodinu. Sousedka na něj a děti dneska dohlíží, abych sem mohla přijít.	
Translation		Yes, especially as I don't have any family here. A neighbour is looking after him and the children today, so I could come here.	24
13	ENGLISH	You might meet the criteria in this situation but you will have to fill in some forms and upload supporting documents online first.	23
14	CZECH	Nemyslím, že to mohu udělat. Moje angličtina není moc dobrá.	
Translation		I don't think I can do that. My English is not very good.	13
15	ENGLISH	There is an interpreting service which can help you with that. I will give you their details and you can ring them straightaway.	23
16	CZECH	Děkuji vám za vaši pomoc. Byl jste velmi laskav.	
Translation		Thank you for your help. You've been very kind.	9

**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	148	4	4	1
CZECH	156	4	4	1
Total	304	8	8	2