It’s your right!
Human rights: everyone, everywhere, everyday
Level 1 workbook

Teacher pack

There are four units of worksheets and this teacher pack in the It’s your right! Level 1 workbook.
The Australian Human Rights Commission can help people all over Australia. State and territory agencies can help people in their state or territory. Federal and state/territory agencies are all independent of each other.
Foreword

It is my great pleasure to introduce this teaching resource about human rights and responsibilities in Australia for adults learning English as a Second Language.

Arriving in a new country can be a daunting prospect. There are many new systems and services to contend with such as: housing, employment, health and education. Barriers such as language and cultural differences can make communication increasingly difficult.

New arrivals to Australia also receive limited information about Australia’s human rights system. For many, the democratic processes that are available are seemingly hidden to them.

It is important that all Australians, regardless of their citizenship status, understand their rights so that they can fully appreciate all of the opportunities Australia has to offer. If someone is denied these opportunities simply because of their race, gender, age, religion, or disability they need to know there are places they can go for help.

This resource uses stories based on real cases to illustrate the types of discrimination within different systems, and the possible outcomes of making a complaint. The students follow the central story of Hayat, a Muslim Ethiopian woman, as she navigates the Commission’s complaints service. While ultimately Hayat’s case is successful – the most important message is that Hayat does have the power to do something to change her situation.

While developing English skills through this resource, we hope that students also learn that:

- human rights and equal opportunity laws in Australia protect people against unfair treatment and discrimination
- with human rights come responsibilities that apply to all citizens
- many people in Australia face particular issues and discrimination, for example, Muslim communities and Australia’s Indigenous peoples
- one way to respond to unfair treatment within the law is to know where to get advice and how to make a complaint
- you have a right to make a complaint.

Human rights are more than the law and discrimination. Human rights are about promoting a culture of respect for difference. It is easy to fear that which is unfamiliar; but with education and communication, barriers can be broken down.

Human rights value the inherent dignity in each person; and recognise that we all have something of value to share in building a brighter and more prosperous society.

I hope you find this resource a useful contribution to this vision.

Tom Calma
Race Discrimination Commissioner and
Aboriginal and Torres Strait Islander Social Justice Commissioner

April 2009
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Appendices
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Websites of anti-discrimination agencies in Australia

**Australia**
Australian Human Rights Commission
http://humanrights.gov.au

**Australian Capital Territory**
Human Rights Commission

**New South Wales**
Anti-Discrimination Board of NSW (ADB)

**Northern Territory**
Northern Territory Anti-Discrimination Commission
http://www.nt.gov.au/justice/adc/index800.html

**Queensland**
Anti-Discrimination Commission Queensland

**South Australia**
Equal Opportunity Commission of South Australia

**Tasmania**
Office of the Anti-Discrimination Commissioner
http://www.antidiscrimination.tas.gov.au/rights_and_obligations

**Victoria**
Victorian Equal Opportunity and Human Rights Commission

**Western Australia**
Equal Opportunity Commission Western Australia

In case these web addresses change, the Australian Human Rights Commission has a link to all State anti-discrimination agencies at http://www.humanrights.gov.au/about/links/index.html#ad
### Role Play cards

#### STUDENT A

You are a receptionist at a doctor’s surgery at 36 Main Road near Sunshine Station. A sick person rings to make an appointment. Your clinic is open until 6pm.

Find out:
- their name
- if they have been to this surgery before
- if they have a Medicare card
- if they have a Health Care concession card
- if they can come at 2pm
- if they can come at 5.30pm

#### STUDENT B

You ring a local doctors’ clinic to make an appointment. You haven’t been to this doctor before. You have a Medicare card and a Health Care concession card. You have class today so you can’t come before five o’clock.

Find out:
- if you can see a doctor today
- what time the surgery closes
- if you have to pay
- where the surgery is
- what the doctor’s name is

#### STUDENT A

You are a Centrelink Officer. Someone calls to make an appointment.

Find out:
- their name
- their Client ID number
- why they are calling
- if they can come this morning
- if they can come at 3pm

Tell them:
- they’ll have to bring in the baby’s birth certificate
- you will be interviewing the client

#### STUDENT B

You are receiving payments from Centrelink and you and your spouse have just had a new baby. You need to tell Centrelink so that your payments will be increased.

Tell them:
- you want to make an appointment
- you’ve had a new baby
- you can come this afternoon but not this morning

Find out:
- ask what you have to bring
- what the interviewer’s name is
For more information about lodging a complaint

Download the plain English brochure at:

This information is also available to download in the following languages:

Arabic, Bosnian, Chinese, Croatian, Farsi, French, Greek, Indonesian, Polish, Serbian, Somali, Spanish, Swahili, Turkish and Vietnamese.

Go to:

Or contact the Australian Human Rights Commission
Publications Officer
Australian Human Rights Commission
GPO Box 5218
SYDNEY NSW 1042

Phone: (02) 9284 9600

Email: publications@humanrights.gov.au Complaints brochure
Teacher notes

The Australian Human Rights Commission acts as an independent third party to mediate disputes under the federal discrimination laws. Conciliation is free and complaints can be lodged in any language.

For more information about the Australian Human Rights Commission’s complaints process go to: http://www.humanrights.gov.au/complaints_information/

Federal and state/territory laws
Federal and state/territory laws regarding the grounds for discrimination are different. These laws have been developed and amended by Commonwealth and state/territory governments over many years, and are very complex.

Under federal discrimination law, a person can make a complaint of discrimination under the Racial Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992 and the Age Discrimination Act 2004. These laws make it unlawful for a person or an organisation to discriminate against a person in specific areas of public life including employment, education, access to premises, accommodation (housing), provision of goods and services and Commonwealth laws and programs. Further information about these grounds of discrimination can be located at: http://www.humanrights.gov.au/complaints_information

Complaints under these laws are made to the Australian Human Rights Commission. The Commission investigates such complaints and tries to resolve them by conciliation. If a complaint is not resolved by the Commission, the person making the complaint can take it to court (Federal Magistrates or Federal Court of Australia) to have it heard and determined by a judge.

The Australian Human Rights Commission Act also gives the Commission the power to investigate complaints of discrimination in employment on the grounds of religion, criminal record, trade union activity, political opinion, social origin and sexual preference. With these types of complaints there is no ability to have the matter decided by a court or tribunal under federal law. If the Australian Human Rights Commission is unable to conciliate the matter and finds that there has been discrimination, the Commission provides a report of its findings and recommended outcomes/actions to the Federal Attorney General which is then tabled in Federal Parliament. An information sheet link for this process is as follows: http://www.humanrights.gov.au/complaints_information/infosheet_guide_HREOCA_ILQ.html

Australian Human Rights Commission’s Complaints Information line is staffed by officers with comprehensive knowledge of the discrimination laws. They can advise whether a complaint is covered under Commonwealth or state/territory legislation, and refer to the best agency where appropriate.

The Complaints Information Line number is 1300 656 419 (local call cost). If you need an interpreter then you can call 011043x62 (local call cost). If you need an interpreter then you can call

Australian Human Rights Commission will arrange an interpreter.

The websites for the Australian Human Rights Commission and each of the state/territory anti-discrimination bodies are attached in Appendix A, p 67.

It is recommended that teachers watch “Pathways to Resolution: The conciliation process of the Australian Human Rights Commission”. It’s less than 20 minutes long and gives background that will help answer student questions. You can preview it online and order a copy from: http://www.humanrights.gov.au/complaints_information/pathways_to_resolution/index.html

Related websites:

Australian Human Rights Commission Publications
Order form

Community languages

Racial discrimination

UNIT 1

Activity 13
Possible new vocabulary: scarf, hijab, religion, uncomfortable

Bring students’ attention to the way that Hayat deflects the questions that make her uncomfortable.

Explain that it’s perfectly OK to decline to answer questions that make one feel uncomfortable but it should be done politely (see below).

Activity 14

Explain that it’s better to politely decline to answer (as per models), than to get upset and angry. Often people just don’t know that they’ve said the wrong thing. It’s not intentional. And people learn better from a friendly response than an angry one. Tone is important. (Some experts say tone is 90% of the message!)

Activity 15

Print and cut out a set of questions for each pair.

Go through the questions to make sure everyone understands.

As you go through ask students if they would be comfortable or uncomfortable about answering the questions.

Place a set of question slips face down in front of each student pair.

Student A picks up a slip and asks the question.

Student B can choose to answer the question or use one of the responses from Activity 11.

Student B then picks up a slip and asks a question and so on.

Teacher notes

Teacher notes

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Teacher notes
Activity 26
Explain that if someone feels they’ve been discriminated against, they can contact the Australian Human Rights Commission to find if they have a valid complaint. Remarks like this may stop if they’re addressed at the time (as in the exercise). If such behaviour continues and those in authority are informed but allow it to continue and it impacts on the person’s health or job, then the person should take their complaint to the Commission for conciliation.

UNIT 2

Relevant references:
- [http://www.humanrights.gov.au/education/hr_explained/5_international.html](http://www.humanrights.gov.au/education/hr_explained/5_international.html)

This is a link to a page where human rights are explained. Students can access the Universal Declaration of Human Rights, and the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights from this site.


Activity 4
Vocabulary lists can be given out in advance for students to study for homework.

The following method can be used so that students without dictionary skills can still do the activity.

1. Students are given time to look up the words for themselves.
2. Arrange class into same-language groups.
3. Students discuss the meaning of the words together and agree on what each word means.
4. With the whole class, Teacher elicits meanings from each group and corrects any misinterpretations.

Activity 7
This is a very simplified version of the description of the Australian Human Rights Commission on the Commission website. The areas of discrimination covered by the Commission that are mentioned there are:
- male or female (sex discrimination)
- from a particular race or ethnic background (race discrimination)
- Aboriginal or Torres Strait Islander (race discrimination)
- a person with a disability (disability discrimination)
- too old or too young (age discrimination)

Activity 11
Explain new vocabulary so that students understand the suggestions before they discuss.

Activity 12
Pre-teach vocabulary: complaint, racist, protest, advice.

Activity 13
A comprehensive list of Community Legal Centres can be found at [www.naclc.org.au/directory](http://www.naclc.org.au/directory). If Hayat was living in Melbourne, she would most probably contact JobWatch.

Activity 14
Pre-teach vocabulary: contact=phone, write to, speak to, etc.

Activity 20
address – on line address or home address
complaint – to make a complaint is to talk about something that you are not happy about
(to) download – to copy something from the internet onto your computer
Email – letters sent over the internet
hard copy – paper document
recorded message – often what you first hear when you ring a business or government department
online – on the internet
information – the facts about something
search – The process of looking for something. (If you use “Google”, you’re doing a search)
website – the internet page (or pages) of a person or business etc

Activity 22 See page 73, to be photocopied.

Activity 24 (Optional)
This activity can be used at the teacher’s discretion. Beginning Level 1 classes may find the reading too difficult.


UNIT 3

Activity 3
Question c). Explain the meaning of compromise. Complainants will usually need to settle for less than they ask for.

Statement of service v Reference
A statement of service provides the basic details of a person’s employment, such as an employee’s length of service and the position they held. Unlike a reference, a statement of service does not comment on an employee’s performance. This is what the employer is more likely to agree to.

Thus the statement of service represents a compromise on what Hayat asked for, as does the amount of compensation Hayat receives.

Activity 4
For students who cannot yet access dictionaries see methodology under Unit 2 Activity 4 (above).

Activity 14
Students can also read the dialogue in pairs.
Activity 16
It is up to the teacher to judge if their students are at a level to tackle this role play.
Role Play Cards A and B are in Appendix B (page 68). These scenarios relate to making an appointment at the doctor’s or at Centrelink. But if the students come up with other scenarios, more relevant to their lives, let them improvise. For example a Department of Immigration and Citizenship interview re sponsoring a relative.
In pairs students take card A or card B and ask and answer the questions indicated on their card. Then they can swap roles.

Activity 18
The questions are aimed at parents but can be adapted for younger students... eg re siblings or how their parents/guardians settle arguments between children.
If your students have the language needed this activity could be extended with questions regarding how the methods of settling domestic arguments could be applied to the workplace.

Activity 25 (Optional)
These activities can be used at teachers’ discretion.
Beginning Level 1 classes may find the reading too difficult.
Note that the Australian Human Rights Commission staff can travel to other states for conciliations (at the Commission’s expense). In some cases the Commission will arrange telephone conference conciliations.

UNIT 4
The grounds of discrimination are the reasons for which a person can pursue a complaint under the law.

Courts and Tribunals
If a complaint is lodged with the Australian Human Rights Commission and doesn’t get resolved, the complainant may be able to pursue their complaint in the Federal Magistrates Court or the Federal Court of Australia.
If a complaint is lodged with a state or territory agency and doesn’t get resolved, the complainant may be able to pursue their complaint in a state Administrative Decisions Tribunal.

Activity 7
This activity could be done in groups or pairs.
Example E would not be covered under federal law. If the religious discrimination happened in the workplace, the Australian Human Rights Commission could cover it. But as it happened in a shopping centre, a state/territory anti-discrimination agency would cover it.

Activity 9
Copy these flow charts onto OHP transparencies or PowerPoint. Work through each case with the students.

Activity 10
Students can work through this activity in groups.

Activity 21
This activity is a recap of salient points from all of the units. It can be used at teachers’ discretion. Some Level 1 classes may find the reading too difficult.

NB: The focus group has reported that some representatives of migrant communities were particularly reluctant to talk about homosexuality. It was suggested, by the representatives, that women and men would be more comfortable discussing the topic in single-sex groups if possible. At the same time, the focus group was surprised and interested to learn that homosexuality is protected under discrimination law. It’s important for students to understand that Discrimination in Sexual Preference has the same protections as other types of discrimination, for example, race discrimination.

Grounds for Discrimination claims also include Criminal Record Discrimination. For details of this, go to: http://www.hreoc.gov.au/Human_Rights/criminalrecord/index.html

Grounds for Race Discrimination can also take place on the internet. For details go to: http://www.humanrights.gov.au/racial_discrimination/publications/cyberracism_factsheet.html
Dialogue for Unit 2, Activity 22

**Officer (CIO):** Good morning. Australian Human Rights Commission. This is Maya speaking.

**Hayat:** Good morning, Maya. I’m ringing to ask for a complaint form.

**Officer:** Sure, do you have the internet? Or I could send one to your home address.

**Hayat:** Oh, I have the internet.

**Officer:** Well, if you like, you can apply online or you can print a hard copy of the form to send to us.

Would you like me to give you the internet address?

**Hayat:** No, that’s OK. I can do a search. Um. Could I ask you something else?

**Officer:** Sure. How can I help you?

**Hayat:** Before you answered, there was a long recorded message and I didn’t understand all of it.

**Officer:** That was information about the Commission. You can find that on our website too.

**Hayat:** Oh, OK. Thank you. Bye.

**Officer:** Bye.
Answers

UNIT 1
Activity 2

Activity 3
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Activity 4

Activity 5

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Activity 6
(top to bottom) 3, 1, 5, 2, 4

Activity 7
Hayat gave some of her lunch to Cheri. Albert said he didn’t want Hayat’s food. Then Albert asked Hayat to put the rubbish out. So Hayat put the rubbish in the bin. Then Hayat talked to Madeleine about Albert.

Activity 8
a. Where do you live? I live in Campsie
b. What do you do? I’m an administrative assistant.
c. Where do you come from? I come from Ethiopia.
d. How long have you been here? Four years.
e. Are you married or single? I’m married.
f. Do you have any children? Yes, I have a daughter.
g. What’s your daughter’s name? Her name is Siti.
h. How old is your daughter? Four years old.

Activity 9
My name is Hayat. I come from Ethiopia. I’m 25. I live in Campsie with my husband, Adem, and our four-year-old daughter. Her name is Siti. I used to stay at home with Siti but now I work in the office at the Magic Paper factory. I’ve been working there for about seven weeks. I’m an administrative assistant. My boss’s name is Albert. My friend’s name is Cheri.

Activity 10
a. My name is Rako. I come from Burma. I’m single. I’m 18 and I’m a student. I go to high school. I live with my mother and my sister. We live in a house in Altona. I have a part-time job at a supermarket on Saturday and Sunday.
b. Hi, I’m Yana. I’m a nurse. I come from Bulgaria. I’m married. My husband’s name is Todor. He used to be an engineer but now he’s a taxi driver. We live in Geelong. We have three children. My sons go to school and my daughter goes to kindergarten.

Activity 19

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Activity 21

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<td>c. manager</td>
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<td>d. uncomfortable</td>
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Activity 22
Stress on syllable

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<tr>
<td>c. manager</td>
<td>✓</td>
<td></td>
<td></td>
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<tr>
<td>d. uncomfortable</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. confused</td>
<td>✓</td>
<td></td>
<td></td>
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<tr>
<td>f. disappointed</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. embarrassed</td>
<td>✓</td>
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</tbody>
</table>

Activity 23
a. Hayat is happy. b. Hayat is embarrassed. c. Hayat is upset. d. Hayat is confused.

Activity 26
Bob: Jason could I talk to you for a moment?
Jason: Sure. What’s up, old man?
Bob: Well, I have a problem. When you say things about my age, I feel embarrassed.
Jason: Are you serious?
Bob: Yes, I am. I’d like you to stop talking about my age to show you respect me.
Jason: Oh, I didn’t mean to make you feel bad. I’m sorry. I won’t do it again.
Bob: Thanks mate.

Activity 29
Hayat has a new job as an administrative assistant.

UNIT 2
Activity 2

Activity 3

Activity 5
Stress on syllable

<table>
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<th>first</th>
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<td>✓</td>
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<td>b. commission</td>
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<td>✓</td>
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<tr>
<td>c. discrimination</td>
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<tr>
<td>d. equal</td>
<td>✓</td>
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<td>e. human</td>
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<tr>
<td>f. opportunity</td>
<td>✓</td>
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<tr>
<td>g. religious</td>
<td>✓</td>
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</tbody>
</table>
Activity 6
Human rights are the recognition and respect of people’s dignity.
Equal Opportunity is the right for everyone to have the same chances and to be treated the same.

Activity 7
Draw students’ attention to the frontispiece, on the inside front cover. This is a visual representation of some of the information in the listening text.

Race discrimination includes cyber racism, that is to say racism broadcast on the internet.
The Australian Human Rights Commission has one office, in Sydney, but The Commission conciliators can travel all over Australia to facilitate conciliation conferences. They can also conduct conciliation conferences over the phone.

a. False, b. False, c. True

Activity 8

Activity 9
1. Hayat went to a staff meeting.
2. Albert told Hayat she should change to keep her job.
3. Then Cheri heard what Albert said to Hayat.
4. At home, Hayat told Maureen that she’d lost her job.
5. Hayat called a Community Legal Centre and talked to Sylvia about the Australian Human Rights Commission.

Activity 10
Hayat went to a staff meeting. Albert told Hayat she should change to keep her job. Then Cheri heard what Albert said to Hayat. At home, Hayat told Maureen that she’d lost her job. Hayat called a Community Legal Centre and talked to Sylvia about the Australian Human Rights Commission.

Activity 11
Sylvia: I think you can take your case to the Commission.
Hayat: What’s the Commission?
Hayat: What do I have to do?
Sylvia: Write down everything you remember. You can write in your first language. The Commission will have it translated.
Hayat: That’s great.
Sylvia: You can get an application form on the internet or you can call the Commission and ask them to send you one.
Hayat: What’s their phone number?
Sylvia: Let’s see. The phone number for the Australian Human Rights Commission is 1300 656 419.
Hayat: Thanks Sylvia.
Sylvia: My pleasure. Good luck Hayat. Come back if you need my help.

Activity 12
a. Ring Albert at work and tell him she thinks he is a bad man. [If Hayat wants to claim discrimination she shouldn’t do anything to aggravate the situation.]
b. Go online and print a copy of the Australian Human Rights Commission Complaints application form.
c. Ask Cheri if she will help her.
d. Write down the bad things that happened at work.
e. Tell close friends and family about the problem.
f. Go back to work and tell the boss she wants her job back. [See comment after a.]
g. Write a letter to Albert’s manager to say he is racist. [See comment after a.]
h. Walk up and down outside the factory to protest about losing her job. [See comment after a.]
i. Ring the Australian Human Rights Commission to ask for advice about her complaint.

Activity 14
A Barry’s pathway
Contact the Australian Human Rights Commission
Discrimination Problem
Contact Union
Talk to management about the problem
Contact state or territory anti-discrimination agency
Contact Community Legal Centre

B Alya’s pathway
Contact the Australian Human Rights Commission
Discrimination Problem
Contact Union
Talk to management about the problem
Contact state or territory anti-discrimination agency
Contact Community Legal Centre
C Fatima’s pathway

Activity 15
When I told my boss I was pregnant, he sacked me so I went to the union and they helped me to contact the Australian Human Rights Commission.

Activity 18

<table>
<thead>
<tr>
<th>d</th>
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<tbody>
<tr>
<td>mother</td>
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<td>this</td>
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<td>these</td>
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<tr>
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Activity 21
a. The Australian Human Rights Commission, b. She wants to get a complaint form, c. She’ll search the internet, d. internet, message, online, copy, website.

Activity 23
Hayat applied to the Commission because she was fired from her job.

Activity 24

UNIT 3

Activity 2

Activity 3
A work reference ☑
A statement of service (See Teachers Notes) ☑
Albert apologised ☑
Three months’ pay ☑
Six weeks’ pay ☐
Work education about discrimination ☑

Activity 5
Stress on syllable first second third

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<table>
<thead>
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<td>a. agreement</td>
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<tr>
<td>b. apologise</td>
<td>✓</td>
<td></td>
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<td>c. complainant</td>
<td>✓</td>
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<tr>
<td>d. conciliator</td>
<td>✓</td>
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<td>e. dismissed</td>
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<td>f. dispute</td>
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<td>g. flexible</td>
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<td>h. investigate</td>
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<td>i. process</td>
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<td>j. reference</td>
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<td>k. resolve</td>
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<td>l. respondent</td>
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Activity 6
Hayat=complainant, Albert=respondent, Kathy=conciliator

Activity 7
a. Kathy is an Australian Human Rights Commission Conciliator. She helps people to resolve discrimination complaints.
b. Bernard is a Human Resource Manager. He manages the workers at Magic Paper Products.

Activity 8
Example: Hayat feels disappointed and worried. Cheri feels scared/embarrassed and sorry.

Activity 9

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</table>

Activity 10
1. Hayat asked Cheri to help her with her complaint but Cheri said no.
2. Hayat’s husband, Adem, helped her to apply to the Australian Human Rights Commission.
3. Hayat got a letter to say that the Commission would help her with her complaint.
4. The Conciliator, Kathy, helped Hayat and Albert speak about the complaint at the meeting.
5. After she signed the agreement, Hayat felt good. She didn’t get everything she asked for, but she was happy.

Activity 11
Hayat asked Cheri to help her with her complaint but Cheri said no. Hayat’s husband, Adem, helped her to apply to the Australian Human Rights Commission. Hayat got a letter to say that the Commission would help her with her complaint. The Conciliator, Kathy, helped Hayat and Albert speak about the complaint at the meeting. After she signed the agreement, Hayat felt good. She didn’t get everything she asked for but she was happy.

Activity 12
a. tell an employee they must leave the job, b. be a part of the group, c. try to say something funny, d. be able to change easily, e. do something to make change happen.
Activity 13
a. Hayat was happy after the conciliation meeting because she’d **made a difference**.
b. When she first started school in Sydney, she found it hard to **fit in**.
c. The worker told his boss he could work on different days so the boss thought the worker was **flexible**.
d. The worker was **sacked** because he was always late.
e. She was **joking** when she said I had to pay for her dinner.

Activity 14
Kathy: Hi Hayat, my name is Kathy Vellicott. I’m from the Australian Human Rights Commission. I’m **calling** about your complaint.
Hayat: Oh hello Kathy.
Kathy: I’m calling to let you know that we’re investigating your complaint.
Hayat: Oh, that’s great news.
Kathy: We’ll **send** a copy of your complaint to your previous workplace.
Hayat: I see.
Kathy: They have three weeks to reply but they might **ask** for more time.
Hayat: And what happens after that?
Kathy: We’ll send you a copy of their reply and then we’ll **make a date** for a conciliation meeting. Do you **have** a DVD player?
Hayat: Yes.
Kathy: Good, I’ll send you a copy of our DVD. It will explain the Commission’s process for you.
Kathy: Thanks. Does it take very long?
Hayat: The process can **take** two or three months. Do you still have our phone number?
Kathy: Yes.
Hayat: Well feel free to **call** me if you have any questions.
Kathy: Thanks Kathy.
Hayat: No problem. See you Hayat. I’ll be in touch.
Kathy: Bye. Thanks for calling.

Activity 15
a. Can you tell me your name?
b. Can you come on the 30th?
c. What time does the meeting start? When does the meeting start?
d. What’s your address? Where is your office?
e. What should I bring with me? Should I bring anything?
f. Can we change the appointment time?
g. How long does the meeting go for? How long is the meeting?
h. Do you have my number?
i. Do you have a fax machine?
j. Is anyone coming with you? Is someone coming with you?

Activity 17
a. No, b. Yes, c. No, d. No.

Activity 21
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<th>p</th>
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<tbody>
<tr>
<td>bucket</td>
<td>apple</td>
</tr>
<tr>
<td>bath</td>
<td>prawn</td>
</tr>
<tr>
<td>rubber</td>
<td>pear</td>
</tr>
<tr>
<td>bin</td>
<td>purse</td>
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</table>

Activity 23
She’ll invite her friends and family to a **big barbecue**.

Activity 25 (Optional)

UNIT 4
Activity 2
a. Rob couldn’t get a room at the hotel because the desk clerk said no.
b. **Barry** can’t go to his local cinema because there’s no lift.
c. Peter lost his job because he’s gay.
d. Rajani lost her job because she’s a woman.
e. Sue lost her job because she’s pregnant.
f. Mustafa couldn’t get a flat because of his race.
g. Philip lost his job because he’s too old.
h. Alya has to work a difficult shift because she wears a hijab.

Activity 4
a. make a hotel reservation to stay in a room, b. close to home c. an elevator, d. make someone leave their job, e. have someone make your life difficult.

Activity 5
a. He tried to **book a room** at the hotel but it was full.
b. My building doesn’t have a **lift** so I have to walk upstairs.
c. I **got a hard time** from the other workers because I took my shoes off at work.
d. My **local** library is only open three days a week.
e. The boss **fired** the waiter because he was always rude to customers.

Activity 7
Answers:

Activity 8
a. work, b. real estate agency, c. bus, d. shop, f. school, g. hospital, h. bank, j. employment agency.
Activity 10

Contact state or territory anti-discrimination agency
Contact Community Legal Centre
Conciliation Meeting
Contact the Australian Human Rights Commission
Talk to management about the problem
Matter resolved
Contact Union
Court or tribunal

Activity 11
I tried telling my boss at the supermarket that I couldn't take off my hijab because it was part of my religion. He didn't listen. He gave me the hardest shifts and then he sacked me. I contacted the Australian Human Rights Commission and they looked at my complaint on the grounds of Religious Discrimination. We had a conciliation meeting there and the management apologised to me and said it was fine for me to wear the hijab. And I got my job back. So the matter was resolved.

Activity 12
Most of the facts are self-evident but there are no right or wrong answers.

Activity 14
a. a Community Legal Centre, b. their workplace, c. Australian Human Rights Commission, d. a witness, e. a pizza shop, f. a union.

Activity 18
<table>
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<tr>
<td>cart</td>
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<tr>
<td>kissed</td>
<td>maid</td>
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<tr>
<td>mate</td>
<td>drip</td>
</tr>
<tr>
<td>taxi</td>
<td>dishes</td>
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Activity 20
The Australian Human Rights Commission helps people who feel they've been treated unfairly because of discrimination.

Activity 21
It’s your right!

Audio scripts

UNIT 1

Track 01 Activity 9 Listen and write
My name is Hayat. I come from Ethiopia. I’m 25. I live in Campsie with my husband, Adem, and our four-year-old daughter. Her name is Siti. I used to stay at home with Siti but now I work in the office at the Magic Paper factory. I’ve been working there for about seven weeks. I’m an Administrative Assistant. My boss’s name is Albert. My friend’s name is Cheri.

Track 02 Activity 10 Listen and write
a. My name is Rako. I come from Burma. I’m single. I’m 18 and I’m a student. I go to high school. I live with my mother and my sister. We live in a house in Altona. I have a part-time job at a supermarket on Saturday and Sunday.

b. Hi, I’m Yana. I’m a nurse. I come from Bulgaria. I’m married. My husband’s name is Todor. He used to be an engineer but now he’s a taxi driver. We live in Geelong. We have three children. My sons go to school and my daughter goes to kindergarten.

Track 03 Activity 13 Listen and read
Cheri: Where do you come from Hayat?
Hayat: Ethiopia.
Cheri: Where’s that?
Hayat: It’s in the north-east of Africa.
Cheri: Gee, that’s a long way away. Why did you come to Australia?
Hayat: That’s a long story. I’ll tell you some other time.
Cheri: How long have you been here?
Hayat: Four years.
Cheri: Why do you wear a scarf?
Hayat: My hijab? Um, I wear it for my religion.
Cheri: Do you have to wear it to bed?
Hayat: Ah, I’m a bit uncomfortable with this question.
Cheri: Oh sorry!
Hayat: No worries. So where do you live, Cheri?
Cheri: Oh, I live in Newtown.

Track 04 Activity 14 Listen and repeat
a. Look, I’d rather not say, if you don’t mind.
b. I’m a bit uncomfortable with that question.
c. That’s a long story. I’ll tell you some other time.
d. Do you mind if we change the subject?

Track 05 Activity 17 Listen and repeat
ʃ: she, rubbish, immigration, shop
tʃ: lunch, sandwich, kitchen, children

Track 06 Activity 18 Listen and repeat
Track 07 Activity 19 Listen and write
a. watch
b. ship
c. dish
d. cherries
e. dictionary
f. cheese
g. matches
h. chef

Track 08 Activity 20 Listen and read
She chose a cheap shirt from the French shop.

Track 09 Activity 21 Listen and tick
Track 10 Activity 22 Listen and tick
a. immigration
b. assistant
c. manager
d. uncomfortable
e. confused
f. disappointed
g. embarrassed

Track 11 Activity 24 Listen and repeat
a. I feel upset.
b. I feel confused.
c. I feel angry.
d. I feel embarrassed.
e. I feel disappointed.
f. I feel sad.

Track 12 Activity 26 Listen and write
Bob: Jason could I talk to you for a moment?
Jason: Sure. What’s up, old man?
Bob: Well, I have a problem. When you say things about my age, I feel embarrassed.
Jason: Are you serious?
Bob: Yes, I am. I’d like you to stop talking about my age to show you respect me.
Jason: Oh, I didn’t mean to make you feel bad. I’m sorry. I won’t do it again.
Bob: Thanks mate.

UNIT 2

Track 13 Activity 5 Listen and tick
a. agency
b. commission
c. discrimination
d. equal
e. human
f. opportunity
g. religious

Track 14 Activity 7 Read and listen
The Australian Human Rights Commission building is in Sydney but the Commission is for people all over Australia. What does the Australian Human Rights Commission do? The Commission helps people to understand human rights in Australia. The Commission also helps people to speak up if they think they’ve been discriminated against or treated unfairly. Apart from the Australian Human Rights Commission there is an anti-discrimination agency in each state and territory. These state agencies cover other areas of discrimination. For example, the Commission covers religious discrimination if it happens in the workplace but in the states, religious discrimination can be covered if it happens outside the workplace.
Track 15 Activity 11 Listen and write
Sylvia: I think you can take your case to the Commission.
Hayat: The Commission?
Hayat: What do I have to do?
Sylvia: Write down everything you remember. You can write in your first language. The Commission will have it translated.
Hayat: That’s great.
Sylvia: You can get an application form on the internet or you can call the Commission and ask them to send you one.
Hayat: What’s their phone number?
Sylvia: Let’s see. The phone number is 1300 656 419.
Hayat: Thanks Sylvia.
Sylvia: My pleasure. Good luck Hayat. Come back if you need my help.

Track 16 Activity 13 Read and listen
Hayat had a discrimination problem with her boss at work. He told her she must leave her job. So then she talked to another boss but she didn’t help. Then Hayat phoned a Community Legal Centre and talked to Sylvia about her problem. Sylvia suggested that Hayat take her complaint to the Australian Human Rights Commission.

Track 17 Activity 16 Listen and repeat
α: the, other, they, there
δ: door, sad, different, decide

Track 18 Activity 17 Listen and repeat
Track 19 Activity 18 Listen and write
a. mother
b. day
c. dog
d. ladder
e. this
f. these
g. third
h. bathers

Track 20 Activity 19 Listen and read
Did Dad get these bathers for Father’s Day?

Track 21 Activity 21 Listen and answer
Receptionist: Good morning. Australian Human Rights Commission. This is Maya speaking.
Hayat: Good morning, Maya. I’m ringing to ask for a complaint form.
Receptionist: Sure, do you have the internet? Or I could send one to your home address.
Hayat: Oh, I have the internet.
Receptionist: Well, if you like, you can apply online or you can print a hard copy of the form to send to us. Would you like me to give you the internet address?
Hayat: No, that’s OK. I can do a search. Um... Could I ask you something else?
Receptionist: Sure. How can I help you?
Hayat: Before you answered there was a long recorded message and I didn’t understand all of it.
Receptionist: That was information about the Commission. You can find that on our website too.
Hayat: Oh, OK. Thank you. Bye.
Receptionist: Bye.

UNIT 3

Track 22 Activity 5 Pronunciation Listen and tick
a. agreement
b. apologise
c. complainant
d. conciliator
e. dismissed
f. dispute
g. flexible
h. investigate
i. process
j. reference
k. resolve
l. respondent
Track 23 Activity 14 Listen and write
Kathy: Hi Hayat, my name is Kathy Vellicott. I’m from the Australian Human Rights Commission. I’m calling about your complaint.
Hayat: Oh hello Kathy.
Kathy: I’m calling to let you know that we’re investigating your complaint.
Hayat: Oh, that’s great news.
Kathy: We’ll send a copy of your complaint to your previous workplace.
Hayat: I see.
Kathy: They have three weeks to reply but they might ask for more time.
Hayat: And what happens after that?
Kathy: We’ll send you a copy of their reply and then we’ll set a date for a conciliation meeting. Do you have a DVD player?
Hayat: Yes.
Kathy: Good, I’ll send you a copy of our DVD. It’ll explain the Commission’s process for you.
Hayat: Thanks. Does it take very long?
Kathy: The process can take two or three months. Do you still have our phone number?
Hayat: Yes.
Kathy: Well, feel free to call me if you have any questions.
Hayat: Thanks Kathy.
Kathy: No problem. See you Hayat. I’ll be in touch.

Track 24 Activity 17 Listen and tick
Hi, my name is Kathy Vellicott and I’m a Conciliator with the Australian Human Rights Commission. My job is to help people to resolve a dispute. I don’t take sides. This means that I don’t say one side is right and the other side is wrong. I help the complainant and the respondent talk to each other. Sometimes they don’t want to sit in the same room together so I have to take messages from one room to the other. People don’t always reach an agreement but it’s great when they do!

Track 25 Activity 19 Listen and repeat
b: big, embarrassed, job, baby
p: pay, paper, people, apology

Track 26 Activity 20 Listen and repeat
Track 27 Activity 21 Listen and write
a. apple
d. bath
e. rubber
f. pear
g. purse
h. bin

Track 28 Activity 22 Listen and read
Put the bottle in the brown paper bag.

UNIT 4
Track 29 Activity 14 Dialogue A Listen and write
Receptionist: Good morning. North East Community Legal Centre.
Caller: Good morning, I’d like to talk to someone about a problem I’m having.
Receptionist: Sure. It’s a legal problem is it?
Caller: I think so.
Receptionist: Can I ask where you live?
Caller: Yes, I live in Ringwood.
Receptionist: OK. And would you like to speak to one of our lawyers?
Caller: Yes, but I’d like an interpreter please.
Receptionist: Sure. What language do you speak?
Caller: I speak Syriac.
Receptionist: Could I have your phone number please?
Caller: Yes, it’s 0431 233 572

Track 30 Activity 14 Dialogue B Listen and write
Receptionist: …Vicky speaking. Good morning.
Caller: Could I speak to Bronwyn Jaques please?
Receptionist: Putting you through now.
Bronwyn: Bronwyn Jaques.
Caller: Oh Bronwyn. It’s Michael speaking. I won’t be able to come in to work today. I’m feeling very sick.
Bronwyn: I’m sorry to hear that Michael. Look after yourself.
Caller: Thanks Bronwyn.

Track 31 Activity 14 Dialogue C Listen and write
Receptionist: … speaking. Good afternoon.
Caller: Hello, could you send me a complaints application form please?
Receptionist: Certainly, but did you know that you can also apply online?
Caller: Yes but I don’t have a computer at the moment.
Receptionist: OK. Could I have your address please?
Caller: Yes, I live at Unit 6, 49 White Street, Murrumbeena.
Track 32 Activity 14 Dialogue D Listen and write
Sam: Yep? Sam here.
Steve: Oh hi Sam, it's Steve from work.
Sam: Oh hi Steve. I haven't seen you at work for a while.
Steve: No, I haven't been well.
Sam: Oh that's no good.
Steve: Sam, I wonder if you could do me a favour. You were there last week when Mr Burns yelled at me weren't you?
Sam: Yes, I heard it. He was so loud. I thought he must be drunk!
Steve: Yeah, well, do you remember what he said to me?
Sam: He said you should go back to the desert with all your black brothers. He was very nasty.
Steve: Yeah, and it wasn't the first time. The union says I can make a complaint about him to the Australian Human Rights Commission. And I want to ask you if you'll be a witness for me.
Sam: Of course I can, Steve. It's just not right for him to say that.
Steve: Oh thanks, Sam. You're a real mate.
Sam: No worries. Just tell me what I have to do.
Steve: Well you just have to write down what you heard and where and when it happened.

Track 33 Activity 14 Dialogue E Listen and write
Gianni: ....Gianni speaking. Can I help you?
Caller: Ah yes, could I order a large Supreme? No olives.
Gianni: Pick up or delivery?
Caller: I'll pick it up.
Gianni: It'll be ready in 20 minutes. Could I have your name please and contact number?
Caller: Er, Piper. And the number is 0451 112 293.

Track 34 Activity 14 Dialogue F Listen and write
Receptionist: ... Good morning. Rhonda speaking.
Caller: Oh hi. I'm wondering if I could get some advice about a problem I'm having at work.
Receptionist: Ah yes. Are you a current member?
Caller: Yes.
Receptionist: Which suburb is your workplace in?
Caller: It's in South Melbourne.
Receptionist: I'll put you through to our Central organiser.
Caller: Thanks.

Track 35 Activity 16 Listen and repeat
t: hotel, plenty, lift, looked
d: driver, day, fired, older

Track 36 Activity 17 Listen and repeat

Track 37 Activity 18 Listen and write
a. card
b. cart
c. kissed
d. mate
e. maid
f. drip
g. dishes
h. taxi

Track 38 Activity 19 Listen and read
Tom didn't do the dishes today.