

It's your right!

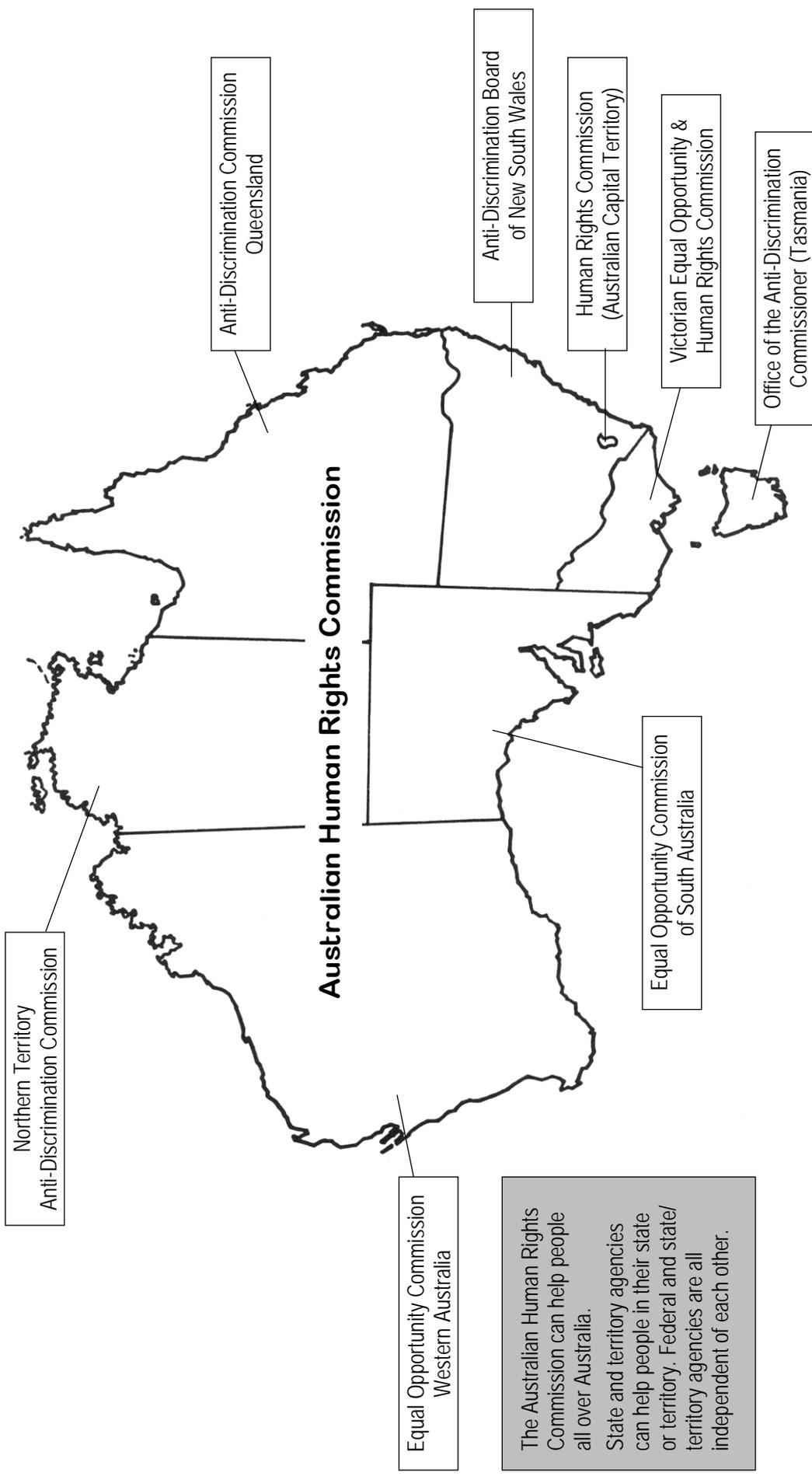
Human rights: everyone, everywhere, everyday
Level 1 workbook

Teacher pack



There are four units of worksheets and this teacher pack in the It's your right! Level 1 workbook.

Australian Human Rights Commission and state/territory anti-discrimination agencies





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It's your right! Human rights: everyone, everywhere, everyday
A teaching resource about human rights and responsibilities in Australia for adult ESL learners

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Disclaimer

Please be aware that this book may contain the names or images of Aboriginal and Torres Strait Islander people who may now be deceased. This may cause distress to some readers.

This publication can be found in electronic format on the Australian Human Rights Commission's website at: www.humanrights.gov.au/education/esl/

For further information about the Australian Human Rights Commission, please visit: www.humanrights.gov.au or email paffairs@humanrights.gov.au. You can also write to:

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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
April 2009



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

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Map to Certificates in Spoken and Written English Modules and Learning Outcomes

Activities listed below can be used as practice towards CSWE I and II outcomes

Unit 1

Activity...	CSWE I	CSWE II
7	K2 Write a recount	K2 Write a recount
9 and 10	D1 Demonstrate understanding of a spoken information text	
12	G2 Write a short description B1 Provide personal information using spoken language	
13	E1 Demonstrate understanding of a short spoken exchange	B1 Demonstrate understanding of a casual conversation
15	E2 Participate in a short, informal spoken exchange	B2 Participate in a short casual conversation
16 and 28	A2 Participate in the formal learning environment	A2 Participate in and contribute to formal learning

Unit 2

Activity ...	CSWE I	CSWE II
4	A2 Participate in the formal learning environment	A2 Participate in and contribute to formal learning
7		I1 Demonstrate understanding of a short written information text
10	K2 Write a recount	K2 Write a recount
11	C1 Demonstrate understanding of a short spoken exchange	G1 Demonstrate understanding of a simple interview
12	A2 Participate in the formal learning environment	A2 Participate in and contribute to formal learning
14	D2 Demonstrate understanding of a written information text	
15	M1 Demonstrate understanding of simple graphs/ tables/ charts	
20	A2 Participate in the formal learning environment	A2 Participate in and contribute to formal learning
21	C1 Demonstrate understanding of a short spoken transaction	G1 Demonstrate understanding of a simple interview
22	C2 Participate in a short spoken transaction	C2 Participate in a spoken transaction for information/goods and services
24		I1 Demonstrate understanding of a short written information text

Unit 3

Activity...	CSWE I	CSWE II
3, 4 and 8	A2 Participate in the formal learning environment	A2 Participate in and contribute to formal learning
11	K2 Write a recount	K2 Write a recount
14		G1 Demonstrate understanding of a simple interview
15	C2 Participate in a short spoken transaction	
16	C2 Participate in a short spoken transaction	C2 Participate in a spoken transaction for information goods and services
17		D1 Demonstrate understanding of a spoken information text
18 and 24	A2 Participate in the formal learning environment	A2 Participate in and contribute to formal learning
25		I1 Demonstrate understanding of a short written information text

Unit 4

Activity...	CSWE I	CSWE II
2	A2 Participate in a the formal learning environment	A2 Participate in and contribute to formal learning
6 and 9	D2 Demonstrate understanding of a written information text	
10	M1 Demonstrate understanding of simple graphs/tables/charts	
12	A2 Participate in the formal learning environment	A2 Participate in and contribute to formal learning
14	C1 Demonstrate understanding of a short spoken transaction	C1 Demonstrate understanding of a spoken transaction for information/goods and services
21	A2 Participate in the formal learning environment	A2 Participate in and contribute to formal learning

Appendices
Teacher notes
Answers
Tape scripts



Websites of anti-discrimination agencies in Australia

Australia

Australian Human Rights Commission
<http://humanrights.gov.au>

Australian Capital Territory

Human Rights Commission
<http://www.hrc.act.gov.au/>

New South Wales

Anti-Discrimination Board of NSW (ADB)
<http://www.lawlink.nsw.gov.au/adb>

Northern Territory

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

Queensland

Anti-Discrimination Commission Queensland
<http://www.adcq.qld.gov.au/>

South Australia

Equal Opportunity Commission of South Australia
<http://www.eoc.sa.gov.au/site/home.jsp>

Tasmania

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

Victoria

Victorian Equal Opportunity and Human Rights Commission
<http://www.humanrightscommission.vic.gov.au/Home.asp>

Western Australia

Equal Opportunity Commission Western Australia
<http://www.equalopportunity.wa.gov.au/>

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. Some one 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:

http://www.humanrights.gov.au/pdf/complaints/complaint_process_flyer.pdf

The Human Rights Commission's Complaint Process
for complaints about sex, race, disability and age discrimination

SEX DISCRIMINATION includes sexual harassment, pregnancy, marital status, family responsibility.

RACE DISCRIMINATION includes religion, national origin, ethnic origin, descent, race, facial hatred.

DISABILITY DISCRIMINATION includes physical, psychiatric, neurological, learning, sensory, medical conditions, assistance animals, associates.

AGE DISCRIMINATION includes mature aged, youth.

CONCIILIATION Conciliation means we try to help you and the person/organisation you are complaining about resolve the matter. This might be through a face-to-face meeting, a telephone meeting or conveying messages. The outcome of conciliation may include: an apology, policy changes, compensation and/or staff training.

WHAT NEXT? If the complaint is not resolved or is terminated for another reason you have the option to then take the matter to court. HREDC is not a court and cannot decide that discrimination has happened. We cannot take the matter to court for you or help you run the court case.

GOING TO COURT You have 28 days from when the complaint is terminated by HREDC to apply to have the matter heard by the Federal Magistrates Court or the Federal Court of Australia. You may need to talk with a lawyer or a legal service about going to court. Further information is available by calling our Complaints Information Line on 1300 654 419 or by looking at our website at www.humanrights.gov.au

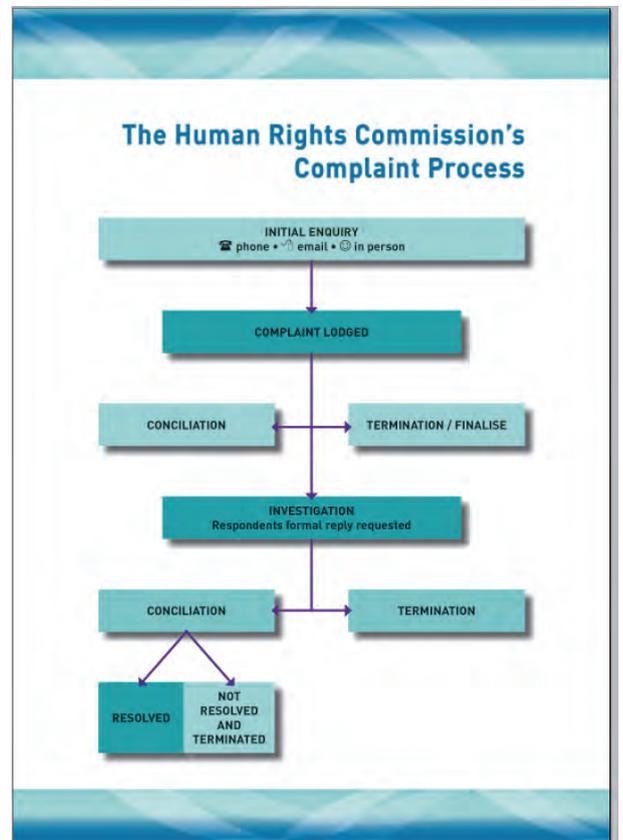
MAKE AN ENQUIRY Telephone HREDC's Complaints Information Line on 1300 654 419 to discuss issues you think might be discrimination. We can send you a complaint form to start the process. If we can't help, we can refer you to someone who may be able to assist you.

LODGING A COMPLAINT Making a complaint is free and you do not need a lawyer. Your complaint must be in writing, this includes email or fax, and can be in your preferred language. Our officers can assist you to write down your complaint. You can lodge a complaint via our website (www.humanrights.gov.au).

INVESTIGATION A HREDC officer will contact you to discuss your complaint. The officer will contact the person/organisation you are complaining about, provide them with a copy of your complaint and ask for their comments and other relevant information. We will review all of the information provided. HREDC may decide to terminate (finalise) or conciliate the complaint. If we decide to terminate the complaint we will talk to you about this and explain why.

Working towards an Australian society where the human rights of all are respected, protected and promoted.

Australian Human Rights and Equal Opportunity Commission
www.humanrights.gov.au



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:

<http://www.humanrights.gov.au/about/languages/index.html>

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 the 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/info_sheet_guide_HREOCA_ILO.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

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

<http://www.humanrights.gov.au/about/publications/Forms/pubform.pdf>

Community languages

<http://www.humanrights.gov.au/about/languages/index.html>

Racial discrimination

http://www.humanrights.gov.au/racial_discrimination/publications.html

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.

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

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.

The reference to "Bongo-Bongo land" stems from a controversial and much maligned public comment made by British Tory MP Alan Clark when referring to Africa. Reference: McSmith, Andy, "Alan Clark: Bounder Beyond the Grave", *The Independent*, 18 January 2004

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.naccl.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.

Lodging a complaint. Information in other languages.
 See Appendix C, p 69.
<http://humanrights.gov.au/about/languages/index.html>

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.

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

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.

Note: Inform students that national, state and territory laws differ, and to clarify you can call the Australian Human Rights Commission.

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

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

a. Madeleine, b. Albert, c. Hayat, d. Cheri.

Activity 3

d✓

Activity 4

a. Yes, b. Yes, c. No, d. No, e. Yes, f. No.

Activity 5

	5	
3		1
2		4

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

ʃ	tʃ
ship	watch
dish	cherries
dictionary	cheese
chef	matches

Activity 21

	2	3	4
a. immigration			✓
b. assistant		✓	
c. manager		✓	
d. uncomfortable			✓
e. confused	✓		
f. disappointed			✓
g. embarrassed		✓	

Activity 22

Stress on syllable	first	second	third
a. immigration			✓
b. assistant		✓	
c. manager	✓		
d. uncomfortable		✓	
e. confused		✓	
f. disappointed			✓
g. embarrassed		✓	

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

a. Hayat, b. Siti, c. Cheri, d. Maureen, e. Sylvia, f. Albert.

Activity 3

a. False, b. True, c. True, d. False, e. True, f. True.

Activity 5

Stress on syllable	first	second	third	fourth
a. agency	✓			
b. commission		✓		
c. discrimination		✓		✓
d. equal	✓			
e. human	✓			
f. opportunity			✓	
g. religious		✓		

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

	4	
5		2
3		1

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?

Sylvia: The Australian Human Rights 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



B Alya's pathway



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

ō	d
mother	day
this	dog
these	ladder
bathers	third

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

a. False, b. False, c. False.

UNIT 3

Activity 2

a. False, b. True, c. False, d. True, e. False, f. True.

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
a. agreement		✓	
b. apologise		✓	
c. complainant		✓	
d. conciliator		✓	
e. dismissed		✓	
f. dispute		✓	
g. flexible	✓		
h. investigate		✓	
i. process	✓		
j. reference	✓		
k. resolve		✓	
l. respondent		✓	

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

	4	
1		3
5		2

Activity 10

- 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 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? How long does the meeting take?
- 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

b	p
bucket	apple
bath	prawn
rubber	pear
bin	purse

Activity 23

She'll invite her friends and family to a **big barbecue**.

Activity 25 (Optional)

- a. False, b. True, c. False.

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

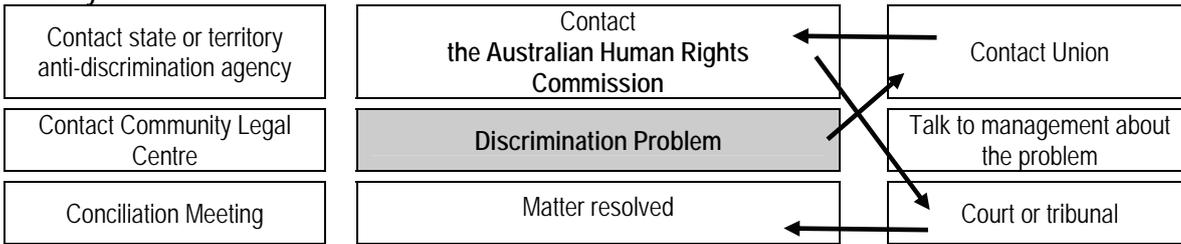
Answers:

- a. Race discrimination, b. Pregnancy discrimination, c. Age discrimination, d. Discrimination in sexual preference, e. Religious discrimination, f. Sex discrimination.

Activity 8

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

Activity 10



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

t	d
cart	card
kissed	maid
mate	drip
taxi	dishes

Activity 20

The Australian Human Rights Commission helps people who feel they've been treated unfairly because of **discrimination**.

Activity 21

a. True, b. True, c. False, d. False, e. True, f. True, g. True, h. True.

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

- Look, I'd rather not say, if you don't mind.
- I'm a bit uncomfortable with that question.
- That's a long story. I'll tell you some other time.
- 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

- watch
- ship
- dish
- cherries
- dictionary
- cheese
- matches
- 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

- immigration
- assistant
- manager
- uncomfortable
- confused
- disappointed
- embarrassed

Track 11 Activity 24 Listen and repeat

- I feel upset.
- I feel confused.
- I feel angry.
- I feel embarrassed.
- I feel disappointed.
- 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

- agency
- commission
- discrimination
- equal
- human
- opportunity
- 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?
Sylvia: The Australian Human Rights 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

ð: the, other, they, there
 d: 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.

Hayat: Bye. Thanks for calling.

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
- b. bucket
- c. prawn
- 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 Jacques 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, Murrumbena.

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.

Further information

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