

NAATI CCL Croatian Practice Dialogues

10 full English–Croatian Hrvatski dialogues written to the CCL specification · two speakers · segments of 35 words or fewer · different topic areas

Free from **naaticcl.com**. Each dialogue has a page with native-speed audio; record your own interpreting and get line-by-line AI marking — your first full dialogue is marked free: naaticcl.com/practice. More Croatian dialogues with transcripts: naaticcl.com/dialogues/croatian

- Cover the other language, read one segment aloud (or play the audio), then interpret it without looking.
- Check what you left out or changed: names, numbers, time limits and conditions are what cost marks.
- Keep to the test rhythm: start within five seconds, one repeat per dialogue.

1. Child's Eye Infection and Childcare Return · Health

A GP explains the diagnosis, treatment and childcare exclusion rules for a child's acute conjunctivitis to a Croatian-speaking parent. You will interpret for both parties.

1	GP	Good afternoon, thanks for bringing Ana in today. Can you tell me what's been happening with her eyes since yesterday morning, and has she had any fever?
2	Parent	Dobar dan, doktorice. Jučer ujutro primijetila sam da joj je desno oko crveno i ljepljivo, ali temperaturu nije imala.
3	GP	Her right eye looks red and swollen with yellow discharge, which suggests a bacterial infection rather than a viral one, especially since it's been getting worse.
4	Parent	Razumijem. Hoće li trebati kapi za oči ili mast, i koliko dugo bi trebala ih koristiti?
5	GP	I'll prescribe antibiotic eye drops for her — four times daily for seven days. Apply them gently after wiping away any discharge with a clean cloth.
6	Parent	Hvala, doktorice. A kada bi se mogla vratiti u vrtić — postoji li točno pravilo o broju dana?
7	GP	She can return to childcare once the eye discharge has completely stopped, not simply after a fixed number of days — that's the NSW Health guideline.
8	Parent	Shvaćam, dakle dok curi iz oka. Imam još jedno dijete kod kuće — može li se i ono zaraziti?
9	GP	Use a separate towel and washcloth for her at home, and everyone should wash hands often, since conjunctivitis spreads very easily through direct contact.
10	Parent	Razumijem, koristit ćemo odvojene ručnike. A što ako kapi ne pomognu nakon nekoliko dana?
11	GP	If there's no improvement within 48 hours, or if her eye gets redder or more swollen, please bring her straight back to the clinic.
12	Parent	Hvala vam puno, doktorice. Javit ću vam se ako se stanje ne popravi za dva dana.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/croatian/fhr-acute-conjunctivitis/

2. Faulty Phone Refund Dispute and NCAT Options · Consumer Affairs

A woman's newly bought phone is faulty and the store refuses a refund, so she consults a consumer affairs advisor about her rights and the NCAT process; you will interpret for both parties.

1	Advisor	What's the problem with your phone, and how long ago did you buy it from the store, exactly?
2	Client	Kupila sam telefon u JB Hi-Fi trgovini prije tri tjedna za šesto četrdeset devet dolara, a sada se ekran stalno gasi i telefon se ne puni.
3	Advisor	Did you contact JB Hi-Fi about it, and what exactly did the manager say when you asked for a refund?
4	Client	Rekla sam mu za kvar, ali rekao je da trgovina ne vraća novac kad je telefon već korišten, nego nudi samo popravak.
5	Advisor	Under Australian Consumer Law, a major fault gives you the right to choose a refund, repair or replacement, and the store can't simply refuse.
6	Client	Ako trgovina i dalje odbija vratiti novac, mogu li to riješiti pred NCAT-om? Koliko dugo traje taj postupak i ima li troškova za mene?
7	Advisor	NCAT hearings usually take around two to three months to be scheduled, and lodging an application costs a small filing fee — you don't need a lawyer for this.
8	Client	To mi je jasno, hvala. Imam račun i nekoliko poruka s trgovinom o kvaru — je li to dovoljno?
9	Advisor	Bring your original receipt, any emails or text messages with the store, and clear photos showing the fault — that's usually enough evidence for the tribunal.
10	Client	Da, imam originalni račun na kojem piše šesto četrdeset devet dolara. Mogu li prijavu predati online još danas?
11	Advisor	Yes, you can lodge the application online today through the NCAT website; you don't need to appear in person unless you're asked to.
12	Client	Hvala vam puno na pomoći, sad znam točno što trebam učiniti.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/croatian/fhr-cellphone-refund-ncat/

3. Divorce Application: Court Attendance and Finalisation · Legal

A lawyer explains separation statements, court attendance requirements, and finalisation timing for a divorce application to a Croatian-speaking client; you will interpret for both parties.

1	Lawyer	Before we lodge this application, I need to confirm you and your husband have been separated for at least twelve months, with no reconciliation attempts in between.
2	Client	Da, živimo odvojeno već godinu dana, ali smo dva tjedna nakon prve svade ostali u istoj kući dok nismo prodali stan.
3	Lawyer	If you separated but continued living under the same roof at any point, we must include a signed statement explaining that arrangement for the court.
4	Client	Razumijem, mogu napisati izjavu o tome — bilo je to samo zbog prodaje kuće, ništa drugo se nije promijenilo između nas.
5	Lawyer	Your case will be filed with the Federal Circuit and Family Court of Australia, which handles all divorce applications nationally, including online lodgement.
6	Client	Znači sve ide preko interneta? Moramo li ipak osobno doći na sud kad dođe vrijeme rasprave?
7	Lawyer	Because you have two children under eighteen, the court may still require you to attend the hearing in person, particularly for a sole application like yours.
8	Client	Ali mi se slažemo oko svega, čak i oko skrbništva — zar to ništa ne mijenja u vezi dolaska na sud?
9	Lawyer	That's correct — the requirement is based on the children's ages, not on whether your husband objects, so attendance isn't optional here.
10	Client	U redu, onda ću provjeriti raspored i uzeti slobodan dan s posla za taj datum.
11	Lawyer	Once the registrar grants the divorce, the order becomes final exactly one month and one day after the hearing date, not four months later.
12	Client	Dobro, sada mi je jasno — hvala vam što ste mi to objasnili prije nego što predamo dokumente.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/croatian/fhr-divorce-children-att/

4. Reporting Workplace Discrimination Over Accent and Reduced Shifts

Employment

A Croatian-background warehouse worker seeks help from the Fair Work Ombudsman after being mocked for his accent and having his shifts cut. You will interpret for both parties.

1	Officer	Let's start with what changed at your workplace after you told your supervisor about your accent complaint last month. When exactly did the shift changes begin?
2	Client	Sve je počelo prije otprilike dva mjeseca, kada me je nadzornik počeo ismijavati zbog naglaska pred cijelim timom. Ubrzo nakon toga smanjili su mi smjene s pet na dva dana tjedno.
3	Officer	Did you report this to HR or your manager at the time, and did any of your colleagues witness these comments directly?
4	Client	Da, prijavio sam to voditeljici ljudskih resursa, ali rekla mi je da se slučaj neće dalje istraživati jer nemam pisanih dokaza. Jedna kolegica je sve čula, ali boji se svjedočiti.
5	Officer	That's concerning to hear. Even without written evidence, witness statements can still support a discrimination complaint under the Fair Work Act.
6	Client	To mi je olakšanje čuti. Kolegica bi možda ipak pristala dati izjavu ako zna da neće izgubiti posao zbog toga.
7	Officer	I'll lodge a general protections complaint with the Fair Work Ombudsman on your behalf. Do you have your employment contract and roster records available?
8	Client	Da, imam ugovor o radu i sve rasporede smjena spremljene na mobitelu, mogu vam ih odmah poslati.
9	Officer	Good, that helps your case. The Ombudsman can start an investigation soon, provided you haven't already accepted any settlement offer from your employer.
10	Client	Nisam prihvatio nikakvu nagodbu niti sam potpisao išta od poslodavca, čekao sam vaš savjet prije nego što bilo što učinim.
11	Officer	I'll register your complaint today and contact you once a case officer is assigned to review everything. Please keep your rosters saved securely.
12	Client	Hvala vam, čuvat ću sve rasporede i dokumente sigurno dok me budete kontaktirali.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/croatian/fhr-employment-discrimin/

5. HCF Dental Claim Appeal · Insurance

A client's dental insurance claim has been rejected, and he calls an HCF claims officer to find out why and how to resubmit, and you will interpret for both parties.

1	Officer	Thanks for calling HCF, I've located your dental claim submitted last Thursday from Bondi Dental Care, and I can see it was declined this morning.
2	Client	Hvala vam, ali stvarno ne razumijem zašto je moj zahtjev odbijen. Poslao sam račun čim sam izašao od zubara.
3	Officer	Your claim was declined because we didn't receive an itemised invoice from the dentist, only the total receipt amount of six hundred fifty dollars, which isn't enough for assessment.
4	Client	Ah, nisam znao da mi treba baš taj detaljni račun sa stavkama. Što sad trebam napraviti?
5	Officer	You'll need to ask your dentist for a fully itemised invoice listing each procedure, the item number, and individual cost, then resubmit it to us.
6	Client	Dobro, nazvat ću zubara odmah nakon ovog razgovora. Koliko vremena imam da to pošaljem?
7	Officer	There's no strict cut-off for resubmitting, but if you can send it within the next fortnight, we can process the claim faster.
8	Client	Razumijem, pokušat ću to riješiti već sutra kod zubara. Kako da vam pošaljem novi račun?
9	Officer	You can upload the itemised invoice through the HCF member app under 'Claims', or bring it into any branch once you receive it from your dentist.
10	Client	U redu, koristit ću aplikaciju jer mi je jednostavnije. Trebam li navesti neki broj zahtjeva kad ga učitam?
11	Officer	Yes, please quote your claim reference number, four five eight two one three, so our team can match it to your file straightaway.
12	Client	Hvala vam puno, zapisao sam broj. Poslat ću sve čim dobijem račun od zubara.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/croatian/fhr-hcf-dental-claim-app/

6. Asthma Attack in the Emergency Department · Health

A patient is brought to the emergency department after an asthma attack, and you will interpret for both parties.

1	Nurse	Can you describe exactly what you were doing and how you felt just before your breathing became difficult this afternoon, and how long did it last?
2	Patient	Bio sam u dvorištu i kosio travu kad sam odjednom osjetio stezanje u prsima i počeo sam teško disati. To je počelo prije otprilike dvadeset minuta.
3	Nurse	Have you used your Ventolin puffer today, and if so, how many puffs did you take, and did it actually help you breathe easier?
4	Patient	Da, uzeo sam četiri udaha iz Ventolina, ali nije mi puno pomoglo, disanje je ostalo otežano.
5	Nurse	Do you have a family history of asthma, and are there any known triggers at home, such as cigarette smoke, dust, pollen, or pets?
6	Patient	Moj otac je imao astmu, a mislim da me najviše smeta prašina i dim, posebno kad netko puši u blizini.
7	Nurse	We'll start a nebuliser treatment now, and if your oxygen saturation doesn't improve within the next hour, we may need to admit you overnight to Liverpool Hospital for observation.
8	Patient	Razumijem, ali nadam se da neću morati ostati preko noći, imam posao sutra ujutro.
9	Nurse	Please arrange a follow-up appointment with your regular GP within three days, even if you're feeling completely fine, so we can review your medication plan.
10	Patient	Dobro, dogovorit ću termin kod svog liječnika opće prakse u sljedeća tri dana, čak i ako se budem osjećao bolje.
11	Nurse	Make sure you always carry your reliever puffer with you, and follow your written asthma action plan immediately if any symptoms return, even mild ones.
12	Patient	Hvala vam, nosit ću inhalator sa sobom i pratit ću plan djelovanja ako se simptomi vrate.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/croatian/fhr-asthma-attack-ed-cro/

7. Online Shopping Refund Dispute – Lodging an NCAT Application · Consumer Affairs

Affairs

A woman calls the NCAT registry help line for guidance on lodging an application over a faulty laptop bought online. You will interpret for both parties.

1	Officer	You're through to the NCAT registry help line. Can you tell me what happened with the item you bought online?
2	Client	Kupila sam prijenosno računalo na Kogan.com.au za četristo pedeset dolara, a stiglo je s napuklim zaslonom. Prodavač mi je već tri puta odbio povrat novca.
3	Officer	Before lodging your application, you'll need evidence — your invoice, clear photos of the damage, and any emails or messages showing the seller refused a refund.
4	Client	Razumijem, ali recite mi, trebam li platiti neku pristojbu za podnošenje zahtjeva na NCAT-u?
5	Officer	Yes, there is a lodging fee, but it can be reduced or waived if you hold a concession card or are experiencing hardship.
6	Client	Kada bih otprilike mogla očekivati datum ročišta?
7	Officer	NCAT will contact you once your application is processed to arrange a hearing date; I can't give you an exact number of weeks.
8	Client	Ako dobijem spor, je li mi povrat novca zajamčen?
9	Officer	If the member rules in your favour, they can order Kogan to refund you, but no outcome is guaranteed before the evidence is heard.
10	Client	Koliko fotografija i dokumenata trebam priložiti uz zahtjev?
11	Officer	Include at least three clear photos of the damage, your invoice, and any emails with the seller — that's usually enough evidence to support your claim.
12	Client	Hvala vam, sada mi je jasno što trebam pripremiti prije nego što podnesem zahtjev.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/croatian/fhr-ncat-online-purchase/

8. Joining a Union at an Aged Care Facility · Employment

A Croatian-speaking aged care worker in Bendigo consults a union organiser about joining after a rostering dispute; you will interpret for both parties.

1	Union Organiser	Thanks for coming in, Ines. You mentioned you're interested in joining the United Workers Union after what happened at the Bendigo facility last month — can you tell me more?
2	Aged Care Worker Ines	Da, prošli mjesec su mi bez upozorenja promijenili raspored smjena i izgubila sam slobodne dane koje sam već dogovorila. Željela bih znati mogu li se osloniti na sindikat ako se to ponovi.
3	Union Organiser	Membership costs about ten dollars a week, deducted directly from your pay if you agree, and it covers legal advice, representation, and dispute support.
4	Aged Care Worker Ines	Deset dolara tjedno mi zvuči prihvatljivo, pogotovo ako to znači da ću imati pravnu pomoć ako mi opet uskrate slobodne dane koje sam ranije dogovorila.
5	Union Organiser	If a dispute arises with your employer, the union can represent you at Fair Work Commission hearings and negotiate on your behalf, provided you're a financial member.
6	Aged Care Worker Ines	Razumijem, ali što ako trenutno nisam financijski član? Hoću li onda uopće moći podnijeti pritužbu ako se nešto dogodi već ovaj tjedan, prije nego što se učlanim?
7	Union Organiser	You can sign up today through the union's website, or I can give you a paper form now — it only takes about ten minutes to complete.
8	Aged Care Worker Ines	U redu, popunit ću obrazac odmah, ovdje na papiru, ako mi možete pomoći oko nekoliko pitanja koja imam o odbitku od plaće.
9	Union Organiser	Without membership, we can't advocate for you individually if a dispute comes up, though general workplace rights still apply under the Fair Work Act regardless.
10	Aged Care Worker Ines	Shvaćam, znači ako ne postanem članica, i dalje imam osnovna prava po Zakonu o radu, ali bez osobne podrške sindikata ako dođe do problema.
11	Union Organiser	Great — I'll process your application now; your cover starts from next Monday, the fourteenth, so you'll be fully protected from then onward.
12	Aged Care Worker Ines	Hvala vam, stvarno cijenim to. Radujem se što ću od ponedjeljka biti potpuno zaštićena na poslu, bez obzira što se dogodi na sljedećoj smjeni.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/croatian/fhr-join-union-aged-care/

9. Filing a Home Theft Insurance Claim · Insurance

A man reports a home burglary in Bankstown and lodges a theft insurance claim with his insurer. You will interpret for both parties.

1	Insurance Claims Officer	Could you describe exactly what happened at your home in Bankstown late on Saturday night, and when you first realised someone had broken in?
2	Client	U subotu navečer smo bili kod prijatelja, a kad smo se vratili oko ponoći, vidjeli smo da su vrata razvaljena i da je netko bio unutra.
3	Insurance Claims Officer	Have you already reported this break-in to New South Wales Police yet, and do you have the event or reference number for that report?
4	Client	Da, odmah smo prijavili policiji te iste noći. Dali su nam broj prijave, mislim da je 4471829.
5	Insurance Claims Officer	Please list every item that was stolen, including their approximate purchase value, so I can record them correctly for your insurance claim.
6	Client	Ukrali su nam laptop, nakit moje supruge i stari fotoaparati, sve zajedno vrijedno otprilike tri tisuće dolara.
7	Insurance Claims Officer	Just so you know, your contents policy includes a five-hundred-dollar excess, which must be paid before the insurer releases the remaining claim amount.
8	Client	Razumijem. A koliko otprilike traje cijeli taj postupak dok ne dobijemo obeštećenje?
9	Insurance Claims Officer	Once we receive both the police report and your supporting documents, the assessment usually takes around ten to fourteen business days to complete.
10	Client	Nažalost, za nakit nemamo račune jer je to bio dar, ali imamo fotografije s vjenčanja na kojima se to jasno vidi.
11	Insurance Claims Officer	If you don't have original receipts, that's completely fine — bank statements or clear photographs of the items can still support your claim.
12	Client	Hvala vam, puno mi je lakše sada kad znam što trebam učiniti. Sve ću dostaviti što prije budem mogao.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/croatian/fhr-home-theft-insurance/

10. Cataract Surgery Consultation · Health

A patient consults an ophthalmology nurse about cataract surgery arrangements. You will interpret for both parties.

1	Nurse	Good afternoon, Mr Novak. How has your eyesight been since your last appointment, and has the blurriness gotten worse this week?
2	Patient	Puno je gore, sestro. Sve mi je zamagljeno, posebno navečer, i teško mi je čitati novine i gledati televiziju.
3	Nurse	The cataract in your left eye is now quite advanced. We recommend day surgery at Box Hill Hospital, which usually takes under twenty minutes to complete.
4	Patient	Hoće li boljeti? Malo se bojim anestezije jer sam imao neku reakciju na nju prije nekoliko godina.
5	Nurse	Don't worry, it's usually just local anaesthetic eye drops, not a general anaesthetic, unless you have specific health complications we need to consider.
6	Patient	Uzimam Warfarin za srce, već duže vrijeme. Trebam li prestati piti te tablete prije operacije?
7	Nurse	Please tell your surgeon about the Warfarin today. Your GP may adjust the dose, since stopping it suddenly could increase your bleeding risk considerably.
8	Patient	Razumijem, hvala na objašnjenju. Mogu li voziti kući poslije operacije, ili mi treba netko da me poveze?
9	Nurse	You must not drive for twenty-four hours afterwards, so please arrange for someone reliable to collect you directly from the hospital that day.
10	Patient	U redu, moja kćer će doći po mene tog dana. Koliko dugo moram čekati na termin operacije?
11	Nurse	Your surgery is scheduled in about six weeks. You'll receive a letter confirming the exact date, time, and pre-operative instructions well beforehand.
12	Patient	Hvala vam puno na svemu, sestro. Javit ću vam odmah ako mi se vid pogorša prije termina.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/croatian/fhr-cataract-surgery-cro/

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