

NAATI CCL Portuguese Practice Dialogues

10 full English–Portuguese Portuguese 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 Portuguese dialogues with transcripts: naaticcl.com/dialogues/portuguese

- 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. Faulty Phone Refund Dispute in Adelaide · Consumer Affairs

A Portuguese-speaking woman in Adelaide bought a faulty phone from JB Hi-Fi and the store refuses a refund, offering only a repair, so she seeks advice from a consumer affairs advisor. You will interpret for both parties.

1	Advisor	Could you walk me through exactly what happened this morning when you tried to return the faulty phone to the store staff?
2	Cliente	Comprei um telemóvel Samsung há três semanas na loja JB Hi-Fi, em Adelaide. A tela trava constantemente, mas o gerente só ofereceu conserto, não reembolso.
3	Advisor	Under Australian Consumer Law, if a fault is considered major, you're entitled to choose a full refund or replacement, not merely a repair.
4	Cliente	Mas ele disse que teriam de enviar o aparelho para conserto, e isso pode demorar até um mês. Isso é justo?
5	Advisor	That's not necessarily reasonable under consumer law. I'd suggest contacting Consumer and Business Services SA for free, independent advice before agreeing to any repair.
6	Cliente	Como entro em contacto com eles? Preciso levar algum documento específico?
7	Advisor	Bring your original receipt, the exact purchase date, and written notes of everything the manager told you when you call CBS SA tomorrow.
8	Cliente	Vou ligar amanhã de manhã. Estou preocupada em ter de pagar mais se decidirem trocar o telemóvel por outro modelo.
9	Advisor	If CBS SA can't resolve this informally within a few weeks, you can lodge a formal claim with SACAT, the state's consumer tribunal.
10	Cliente	Quanto custa abrir um processo no SACAT? Não tenho muito dinheiro sobrando neste momento.
11	Advisor	There's usually a small filing fee, but it's often waived for concession card holders, and you generally won't need a lawyer to attend.
12	Cliente	Obrigada pela ajuda. Vou ligar para o CBS SA amanhã e guardar todos os documentos, como o recibo e as mensagens.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/portuguese/fpt-adelaide-phone-refun/

2. Managing Angina Symptoms and Scheduling a Stress Test · Health

A cardiologist explains angina symptoms, medication use, and an upcoming stress test to a Portuguese-speaking patient. You will interpret for both parties.

1	Cardiologist	Can you describe exactly how the chest tightness felt on Saturday afternoon while you were gardening, and had you felt similar tightness before?
2	Patient	Senti como se tivesse um peso apertando o peito, bem forte, e durou uns dez minutos. Nunca tinha sentido isso antes.
3	Cardiologist	Did the discomfort spread to your arm, neck, or jaw, and did resting for a few minutes actually make it ease completely?
4	Patient	A dor foi para o braço esquerdo, mas não chegou ao queixo. Quando parei para descansar, melhorou um pouco, mas não passou completamente.
5	Cardiologist	I'd like to arrange a stress test at Royal Prince Alfred Hospital next Thursday morning, so we can see how your heart responds to exercise.
6	Patient	Preciso levar alguma coisa especial para o exame, ou só chegar lá no horário marcado?
7	Cardiologist	Please fast for eight hours beforehand and wear comfortable shoes for walking, but don't stop taking your aspirin unless we specifically tell you to.
8	Patient	Entendi, vou fazer o jejum. Ah, doutora, e esse spray que a senhora me deu semana passada, como uso ele certo?
9	Cardiologist	Place the GTN spray under your tongue as soon as pain starts; if it hasn't eased after ten minutes, call triple zero immediately.
10	Patient	Certo, vou usar assim. Posso voltar a trabalhar na fábrica, ou preciso ficar longe do levantamento de caixas?
11	Cardiologist	Avoid heavy lifting and strenuous activity for now, stick to light duties at work, and we'll review everything again in two weeks.
12	Patient	Está bem, vou evitar levantar peso e avisar meu supervisor. Obrigado, doutora, nos vemos daqui a duas semanas então.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/portuguese/fpt-angina-stress-test-s/

3. Dental Claim Rejected for Missing Itemised Invoice · Insurance

A Brazilian client's dental insurance claim has been rejected and he must discuss resubmitting an itemised invoice with a Bupa claims officer; you will interpret for both parties.

1	Claims Officer	Mr. Ferreira, I'm calling from Bupa about the dental claim you lodged for your visit to Chatswood Dental Clinic on the fourteenth of March this year.
2	Client	Oi, obrigado por ligar. Não entendi bem, doutora... eu paguei tudo lá na clínica, por que o pedido foi recusado?
3	Claims Officer	The claim was rejected because the invoice you uploaded doesn't clearly show an itemised breakdown of each procedure performed during your appointment.
4	Client	Ah, entendi. E o que eu preciso fazer agora para resolver isso, então?
5	Claims Officer	You'll need to ask the clinic reception for an itemised tax invoice, then upload it again through the Bupa app, rather than sending it by email.
6	Client	Certo, vou pedir a nota fiscal detalhada. Mas existe um prazo para eu enviar isso?
7	Claims Officer	There's no strict deadline for this, but if you upload the corrected invoice before your current claim cycle closes, we can process it without delay.
8	Client	Entendi, não tem problema. Vou falar com a recepção da clínica. Mas, se eles demorarem, ainda dá pra receber pelo menos parte do reembolso?
9	Claims Officer	If the clinic can't reissue the invoice quickly, we may accept proof of payment instead, such as a bank statement showing the amount paid.
10	Client	Tudo bem, vou levar o extrato do banco então, caso a clínica não consiga refazer a nota. Como vou saber se foi aprovado?
11	Claims Officer	Once we receive the correct invoice, our team will reassess the claim carefully and let you know the outcome by phone or through the Bupa app.
12	Client	Perfeito, muito obrigado pela paciência em explicar tudo isso. Vou providenciar os documentos o quanto antes.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/portuguese/fpt-bupa-dental-claim-it/

4. Divorce Application: Separation Date and Parenting Arrangements · Legal

A Brazilian client meets a family lawyer in Sydney to discuss the divorce application process, including proof of separation and parenting arrangements. You will interpret for both parties.

1	Lawyer	Thanks for coming in today, Mrs. Alves. Before we start your divorce application, I need to confirm the exact date you and your husband separated.
2	Client	Nós nos separamos em quinze de março de dois mil e vinte e três, mas continuamos morando na mesma casa por alguns meses depois disso.
3	Lawyer	Under the Family Law Act, the Federal Circuit and Family Court of Australia requires at least twelve months of continuous separation before granting a divorce.
4	Client	E isso conta, mesmo morando na mesma casa? Precisamos provar de alguma forma que já não éramos mais um casal?
5	Lawyer	Yes, that counts, but you'll need signed affidavits from two people confirming you lived separately under the same roof. You don't need to prove fault.
6	Client	Entendi. Temos dois filhos, de nove e treze anos. Isso muda alguma coisa no processo do divórcio?
7	Lawyer	With children under eighteen, the court must be satisfied proper arrangements are in place for their care before finalising the divorce.
8	Client	Já temos um acordo informal sobre a guarda, mas nunca colocamos isso por escrito. Isso é suficiente para o tribunal?
9	Lawyer	An informal agreement can work, but I'd recommend a written parenting plan to avoid disputes later. It also supports your application.
10	Client	Vamos precisar comparecer ao tribunal pessoalmente, ou tudo pode ser feito pela internet?
11	Lawyer	Everything's filed online through the court portal, and you won't need to attend a hearing unless one of you objects to the arrangements.
12	Client	Que bom saber. Muito obrigada pela explicação, isso tira um peso enorme das minhas costas.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/portuguese/fpt-divorce-separation-d/

5. Reporting Income to Centrelink After Starting a New Job · Employment

At an employment services provider in Dubbo, NSW, a job consultant explains to a jobseeker who just landed a role at Bunnings Warehouse how to report income to Centrelink through myGov on her fortnightly reporting cycle. You will interpret for both parties.

1	Employment Consultant	Congratulations on the new role at Bunnings Warehouse in Dubbo—when do you actually start, and have you signed the employment contract yet?
2	Jobseeker	Sim, assinei o contrato ontem e começo na segunda-feira. Ainda não sei muito bem como funciona isso de informar os ganhos ao Centrelink.
3	Employment Consultant	Once you're earning, you'll need to report your income to Centrelink through myGov every fortnight, on your own personal reporting date, not just once when you start.
4	Jobseeker	Entendi, mas como é que eu descubro qual é a minha data de relatório? Isso muda toda vez ou é sempre a mesma?
5	Employment Consultant	Your reporting date is shown on your Centrelink online account—it repeats every fourteen days, and you'll usually get a text message reminder before it's due.
6	Jobseeker	O problema é que recebo o pagamento toda semana, não a cada quinze dias. Isso vai complicar quando eu tiver que informar ao Centrelink?
7	Employment Consultant	That's completely fine—just report whatever amount you were actually paid during that fortnight, even if a payslip covers a slightly different week.
8	Jobseeker	E se eu esquecer de fazer isso numa dessas datas? Isso já aconteceu com uma amiga minha e ela teve problemas.
9	Employment Consultant	If you miss your reporting date, your payment could be suspended until you report, so it's worth setting a phone reminder each fortnight.
10	Jobseeker	Certo, vou colocar um lembrete no telefone. E preciso guardar os holerites como prova, ou isso não é necessário?
11	Employment Consultant	You don't need to email anything at all—just upload your payslips directly through myGov or the Centrelink app whenever you're asked.
12	Jobseeker	Perfeito, muito obrigada pela explicação. Isso esclareceu bastante e agora me sinto mais tranquila para começar o novo emprego.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/portuguese/fpt-employment-agent-inc/

6. Antenatal Check-up: Gestational Diabetes Screening · Health

A 26-week pregnant client attends an antenatal check-up at Logan Hospital, where the midwife discusses her glucose screening results and arranges referrals. You will interpret for both parties.

1	Midwife	Ms Ferreira, your glucose tolerance test results came back today, and I'd like to go through them carefully with you before you leave the clinic.
2	Client	Está bem, doutora. Eu fiquei um pouco tonta depois de beber aquela solução doce, mas não senti mais nada de diferente.
3	Midwife	Your reading was slightly high, at seven point two millimoles, which suggests gestational diabetes, but it isn't dangerous if we manage your diet and activity carefully.
4	Client	Nossa, fiquei preocupada. O que eu posso comer, então? Tem algum alimento que eu deveria evitar completamente?
5	Midwife	I'll refer you to a dietitian at Logan Hospital, who can give you a personalised meal plan before your next scheduled appointment.
6	Client	Tudo bem, vou procurar a nutricionista. Posso continuar fazendo exercício, ou é melhor eu parar por enquanto?
7	Midwife	You shouldn't do high-impact exercise like running or aerobics classes, but gentle walking or swimming for thirty minutes daily is safe and helpful.
8	Client	Entendi, vou fazer caminhadas então. Mas ultimamente tenho sentido uma dor forte nas costas, principalmente à noite.
9	Midwife	For your back pain, I'll arrange a physiotherapy referral through the antenatal clinic here at Logan Hospital, usually within one week.
10	Client	Que bom, obrigada. Quando vai ser a minha próxima consulta e vou precisar fazer mais algum exame?
11	Midwife	Let's book your next appointment in two weeks, along with an ultrasound to check the baby's growth and heartbeat, if that suits you.
12	Client	Perfeito, duas semanas está ótimo para mim. Meu marido vai tentar vir junto para ver o ultrassom.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/portuguese/fpt-antenatal-gestation/

7. Health Insurance Claim Dispute · Insurance

A Portuguese-speaking client calls her private health fund, HCF, to query why her physiotherapy claim was declined. You will interpret for both parties.

1	Officer	Thanks for holding, Mrs. Cardoso. I've pulled up your claim for the physiotherapy visit at Bondi Junction—could you please confirm the exact date of that service for me?
2	Client	Foi na quinta-feira, dia dezenove de março, senhora. Fiz a sessão de fisioterapia por causa de uma lesão no ombro.
3	Officer	I can see the claim was declined because you've already used ten physiotherapy sessions this year, which is the maximum allowed under your current extras cover.
4	Client	Nossa, eu nem sabia que existia esse limite! Não tem mesmo nenhuma forma de eu conseguir esse reembolso?
5	Officer	If your GP has referred you under a chronic disease management plan, you may qualify for up to five additional sessions this year, without extra cost.
6	Client	Sim, meu médico de família fez esse encaminhamento no mês passado. O que eu preciso enviar para comprovar isso?
7	Officer	You'll need to upload a clear copy of that GP referral letter, along with the itemised invoice from your physiotherapist at the clinic.
8	Client	Está bem. Posso enviar isso pelo aplicativo do HCF, ou precisa ser por e-mail mesmo?
9	Officer	Please submit everything through the HCF app under 'My Claims'—we can't process documents sent by email for privacy reasons.
10	Client	Entendi, vou fazer isso ainda hoje à tarde. Quanto tempo leva para eu saber o resultado?
11	Officer	Once we receive the referral, processing usually takes three to five business days, and you'll get a text message update.
12	Client	Muito obrigada pela ajuda, vou enviar os documentos ainda hoje mesmo.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/portuguese/fpt-hcf-physio-claim-dec/

8. Reporting a Hit-and-Run at a Shopping Centre · Legal

A Brazilian woman's car was hit and the driver fled while it was parked at Wollongong Central shopping centre, and she goes to the police station to report it; you will interpret for both parties.

1	Officer	Thanks for coming in today, Mrs Fonseca. Could you please walk me through exactly what happened to your car outside Wollongong Central on Thursday afternoon, step by step?
2	Client	Eu estacionei o carro perto da entrada da Wollongong Central por volta das três da tarde. Quando voltei, o para-choque estava todo amassado e não havia ninguém por perto.
3	Officer	Do you remember exactly what time you parked, and roughly how long the car sat there before you actually noticed the damage?
4	Client	Fiquei dentro do shopping por cerca de quarenta e cinco minutos, então não vi o exato momento da colisão.
5	Officer	Did you happen to notice the colour, make or model of the other vehicle, or perhaps catch any part of its number plate?
6	Client	Não vi o carro, mas uma vizinha me contou que era uma camionete branca, talvez uma Toyota Hilux.
7	Officer	Is there any CCTV covering that section of the car park, or did anyone standing nearby actually witness the collision happen?
8	Client	Acho que há câmeras na entrada do estacionamento, mas não sei se elas cobrem aquela área específica.
9	Officer	I'll register this as an official hit-and-run report for NSW Police. You'll receive an event number to give your insurer.
10	Client	Entendo. Quanto tempo normalmente demora até a seguradora entrar em contato depois que eu registrar esse número?
11	Officer	That depends on your insurer's internal process, but if we can't identify the driver, the case may remain open indefinitely.
12	Client	Está bem, muito obrigada pela ajuda. Vou avisar minha seguradora hoje mesmo e aguardar novidades sobre o caso.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/portuguese/fpt-hit-and-run-report-w/

9. Pregnancy Discrimination and Demotion at Work · Employment

A Brazilian client who was demoted and transferred to a smaller store after returning from maternity leave seeks advice from a Fair Work Ombudsman case officer. You will interpret for both parties.

1	Officer	Thanks for calling the Fair Work Ombudsman today. You mentioned your employer demoted you after you returned from maternity leave — can you describe exactly what changed?
2	Client	Eu estava trabalhando há catorze meses como supervisora na loja de Chermside. Quando voltei da licença-maternidade, em vez de voltar ao meu cargo, me colocaram como vendedora numa loja menor, em Everton Park, sem nenhuma explicação clara. O gerente disse que talvez eu não tivesse mais 'o mesmo perfil' agora que sou mãe.
3	Officer	Did they give you anything in writing about this change, like a letter, an email, or a formal meeting notice confirming the new role?
4	Client	Não, nada por escrito oficialmente. Só me disseram verbalmente na reunião. Mas guardei algumas mensagens de texto do gerente confirmando a mudança de loja e de função, então tenho isso como prova.
5	Officer	This could breach the Fair Work Act's general protections against discrimination, since employers can't demote someone simply because of pregnancy or parental leave.
6	Client	Entendo. E o que eu posso fazer agora? Existe um prazo para eu apresentar uma queixa, ou posso esperar mais um pouco enquanto decido?
7	Officer	There's no single fixed deadline for this type of complaint — it depends on which claim you lodge. We can also refer you to the Queensland Human Rights Commission.
8	Client	Qual é a diferença entre fazer a queixa pela Fair Work Ombudsman e pela Comissão de Direitos Humanos de Queensland? Preciso escolher só uma das duas?
9	Officer	The Ombudsman mainly investigates workplace law breaches, while the Human Rights Commission handles broader discrimination complaints — you're not required to choose only one pathway.
10	Client	A mudança aconteceu há trinta e cinco dias, então ainda tenho as mensagens e o contrato de trabalho salvos no celular.
11	Officer	You can lodge a written complaint through our website, and keep those text messages as evidence — we'll guide you through the next steps together.
12	Client	Muito obrigada pela orientação. Vou reunir os documentos e enviar a queixa formal esta semana, e também vou considerar a opção da Comissão de Direitos Humanos.

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

10. Anxiety Referral at a Community Health Centre · Health

A Brazilian immigrant at a community health centre in Logan is referred for psychological support due to anxiety and insomnia. You will interpret for both parties.

1	Nurse	Thanks for coming in today, Mrs. Albuquerque. Your GP referred you because you've been feeling anxious and not sleeping well for several weeks now.
2	Client	Sim, doutora, é verdade. Há mais ou menos um mês que não consigo dormir bem, e fico muito ansiosa, principalmente à noite.
3	Nurse	I understand that must be difficult. Can you tell me if this anxiety has been affecting your work or your concentration during the day?
4	Client	Sim, tem afetado bastante. No trabalho, não consigo me concentrar, e às vezes esqueço tarefas simples que sempre fiz sem problema.
5	Nurse	I'd like to refer you to a psychologist at Logan Hospital's mental health team, who can help with counselling and practical coping strategies.
6	Client	Entendo. Essas consultas com o psicólogo vão custar caro? No momento não tenho muito dinheiro sobrando.
7	Nurse	Yes, as long as you bring a valid GP referral and your Medicare card, you won't pay the full fee for these sessions.
8	Client	Que alívio saber disso. E quanto tempo vou precisar esperar até a primeira consulta?
9	Nurse	There's an opening next Wednesday at ten thirty in the morning with one of our psychologists, if that time suits you.
10	Client	Consigo comparecer, sim. Só vou precisar saber mais cedo do trabalho, mas meu chefe já sabe da situação.
11	Nurse	That's important to know. If you ever feel unsafe or have thoughts of harming yourself, please don't wait for that appointment — call triple zero or Lifeline straight away.
12	Client	Muito obrigada por tudo, doutora. Vou anotar esse horário e aviso se alguma coisa mudar.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/portuguese/fpt-anxiety-referral-log/

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