

NAATI CCL Serbian Practice Dialogues

10 full English–Serbian Srpski 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 Serbian dialogues with transcripts: naaticcl.com/dialogues/serbian

- 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. Acute Infective Conjunctivitis Consultation · Health

A patient attends an Australian general practice for acute infective conjunctivitis and receives examination and home-care advice from the nurse, you will interpret for both parties.

1	Practice Nurse	Can you tell me what's happening with your eyes, and when did you first notice these symptoms starting?
2	Patient	Dobar dan, oči su mi crvene i lepljive, posebno ujutru - počelo je pre dva dana.
3	Practice Nurse	Is it affecting one eye or both, and do you have any pain, swelling, sensitivity to light, or blurred vision?
4	Patient	Oba oka su zahvaćena, nema bola, samo peckanje i osećaj peska. Imam dvoje male dece kod kuće - kako da ih zaštitim od zaraze?
5	Practice Nurse	To protect your children, wash your hands frequently, avoid sharing towels or pillowcases, and discourage them from touching your eyes, face, or bedding.
6	Patient	Hvala vam. Da li su mi potrebne kapi za oči ili neka druga terapija?
7	Practice Nurse	You likely won't need antibiotics unless it turns bacterial - use the lubricating drops available from Chemist Warehouse and apply a cool compress four times daily.
8	Patient	Razumem, hvala. Kada mogu da se vratim na posao, a kada deca mogu nazad u vrtić?
9	Practice Nurse	You're contagious for about forty-eight hours after symptoms start, so please stay home from work and keep both children away from daycare until the discharge clears completely, roughly three to four days.
10	Patient	Da li mogu da uzmem Panadol ako me peče i jako boli?
11	Practice Nurse	Yes, Panadol is fine for the discomfort - just avoid wearing contact lenses and try not to rub your eyes until everything clears up.
12	Patient	Hvala vam puno, sada mi je mnogo jasnije šta treba da radim kod kuće.

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

2. Faulty Phone Refund Dispute in Bendigo · Consumer Affairs

A Serbian-speaking client in Bendigo, Victoria, whose new phone is faulty and whose retailer refuses a refund, meets a consumer affairs advisor to discuss rights under Australian Consumer Law and the Consumer Affairs Victoria complaint process. You will interpret for both parties.

1	Advisor	Tell me what's gone wrong with your phone, when the problem first appeared, and roughly how old the phone is.
2	Client	Kupio sam telefon u JB Hi-Fi u Bendigu pre pet nedelja, a sada mi se ekran zamrzava i telefon se sam gasi.
3	Advisor	Did you take it back to JB Hi-Fi in Bendigo, and exactly what did they offer you instead of a refund?
4	Client	Da, vratio sam ga u prodavnicu, ali rekli su mi da mogu samo da ga poprave, ne žele da mi vrate novac.
5	Advisor	Under Australian Consumer Law, a major fault can entitle you to a refund or replacement, not just repair. How much did the phone cost?
6	Client	Telefon je koštao osamsto devedeset i devet dolara, a kupljen je pre pet nedelja.
7	Advisor	If the store still refuses a refund, you can lodge a free complaint with Consumer Affairs Victoria, and later apply to VCAT if the issue isn't resolved.
8	Client	Razumem, ali brinem se koliko će ovo potrajati, jer ne mogu stalno da uzimam slobodne dane sa posla.
9	Advisor	Consumer Affairs Victoria's conciliation service is completely free, so you won't need a lawyer, and you can lodge your complaint online any day this week.
10	Client	Koja dokumenta treba da ponesem kada budem prijavljivao žalbu?
11	Advisor	Bring your receipt, any messages with the store, and clear photos showing the fault; there's no fixed timeframe, but conciliation usually moves things along fairly quickly.
12	Client	Hvala vam, danas ću podneti žalbu Consumer Affairs Victoria i poneću sve što ste pomenuli.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/serbian/fsr-cellphone-refund-ben/

3. Divorce Application and Custody Clarification · Legal

A Serbian-speaking client consults a family lawyer about lodging a divorce application and asks how custody will be handled, you will interpret for both parties.

1	Lawyer	Thanks for coming in, Mr. Kovačević. Before we lodge your divorce application with the Federal Circuit and Family Court, I need to confirm a few details about your separation date.
2	Client	Razdvojili smo se pre četrnaest meseci, ali smo neko vreme živeli pod istim krovom zbog dece. Brine me šta će biti sa starateljstvom nad decom.
3	Lawyer	That's fine, living under the same roof is common. How old are your two children, and do you currently have an informal parenting arrangement?
4	Client	Devojčica ima osam godina, dečak jedanaest. Trenutno žive sa mnom svake nedelje, a otac ih viđa vikendom. Da li razvod utiče na starateljstvo, ili se to rešava posebno?
5	Lawyer	Divorce and parenting arrangements are handled separately. The divorce only ends the marriage; custody, called parenting orders, must be settled through mediation or the court independently.
6	Client	Razumem, hvala na objašnjenju. Da li moramo prvo da rešimo starateljstvo, ili možemo podneti zahtev za razvod i paralelno razgovarati o deci?
7	Lawyer	You can apply for divorce now, provided you file supporting affidavits proving twelve months' separation, including the period you lived under one roof.
8	Client	Kakve dokaze treba da priložim za period kada smo živeli zajedno u istoj kući ali odvojeno?
9	Lawyer	You'll need affidavits from yourself, and ideally an independent witness, describing separate bedrooms, finances, and lack of shared social activities during that time.
10	Client	Da li ću morati lično da idem na sud, ili se sve može rešiti onlajn?
11	Lawyer	Most undefended divorces are finalised online through the court's portal; a hearing is only required if there are children under eighteen.
12	Client	Razumem, hvala vam puno. Javiću vam kada budem imao sve dokumente spremne za podnošenje zahteva.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/serbian/fsr-divorce-custody-clar/

4. Health Insurance Claim: Physiotherapy Waiting Period · Insurance

A Serbian-speaking client calls a health insurance claims officer after a physiotherapy claim was rejected due to a waiting period; you will interpret for both parties.

1	Officer	Good afternoon, I'm calling from Medibank about the physiotherapy claim you submitted last week. Can you confirm your policy number for me, please?
2	Client	Da, broj polise je 123456789. Poslala sam račun za fizioterapiju od prošlog ponedeljka, pošto me jako bole leđa.
3	Officer	Thank you. I can see the claim was submitted on Monday for a session at a clinic in Ballarat. Was this your first physiotherapy visit this year?
4	Client	Da, to mi je bila prva poseta fizioterapeutu ove godine. Lekar mi je preporučio terapiju posle povrede na poslu.
5	Officer	Unfortunately, your extras cover has a two-month waiting period for physiotherapy services, and it hasn't been served yet, so this particular claim can't be paid.
6	Client	Čekajte, kako to mislite čekanje? Ja sam u ovom osiguranju već osam meseci, zar to nije dovoljno?
7	Officer	Once the waiting period ends on the fifteenth of next month, you're welcome to resubmit the same invoice for reimbursement.
8	Client	Ah, razumem. Znači fizioterapija ima poseban period čekanja od dodatnog osiguranja, a ne od osnovnog. U redu, sačekaću.
9	Officer	You don't need to visit a branch in person; simply upload the invoice through the Medibank app once the waiting period has finished.
10	Client	Dobro, znači kada period čekanja istekne petnaestog sledećeg meseca, mogu ponovo da pošaljem isti račun preko aplikacije, je li tako?
11	Officer	Is there anything else I can help you with today, regarding your policy, other claims, or perhaps updating your contact details?
12	Client	Hvala vam puno na objašnjenju. Sada mi je jasno, i javiću se ponovo kada period čekanja prođe.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/serbian/fsr-health-insurance-phy/

5. Joining a Union Over a Roster Dispute · Employment

A Serbian-speaking kitchen hand at a hotel consults a union organiser after his rostered hours were suddenly cut. You will interpret for both parties.

1	Union Organiser	What's happening with your shifts at the hotel? You mentioned your hours suddenly changed—can you tell me exactly what occurred last week?
2	Client	Radim kao kuhinjski radnik u hotelu i prošle nedelje su mi sati skinuti sa trideset osam na dvadeset, bez ikakvog upozorenja.
3	Union Organiser	Are you currently a financial member of United Workers Union, or would you like to join before we raise this with management?
4	Client	Nisam još učlanjen, ali želim da se učlanim odmah. Zanima me kako tačno funkcioniše taj proces i šta je potrebno od dokumenata.
5	Union Organiser	Once you're a member, we can formally represent you. Under the Fair Work Act, employers must genuinely consult before major rostering changes take effect.
6	Client	Razumem. A koliko dugo obično traje da poslodavac odgovori kada sindikat podnese ovakvu žalbu u njihovo ime?
7	Union Organiser	There's no fixed legal deadline for their reply, but once you're a member, I'll contact management directly and follow up regularly until it's resolved.
8	Client	U redu, to mi odgovara. Samo me zanima koliko iznosi članarina i da li se automatski odbija od plate.
9	Union Organiser	Membership is roughly nine dollars a week. If you choose payroll deduction, it's taken automatically, otherwise you can pay directly through the union each month.
10	Client	Da li poslodavac može saznati da sam se ja lično žalio, ili ostaje poverljivo dok se sve ne reši?
11	Union Organiser	You won't be named without your permission. The complaint stays confidential unless you agree otherwise, so management won't know it came specifically from you.
12	Client	To mi mnogo znači, jer ne želim probleme na poslu. Hajde da potpišemo pristupnicu danas i krenemo dalje.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/serbian/fsr-join-union-roster-di/

6. Managing Angina: GTN Spray Use and Stress Echocardiogram · Health

At an Australian hospital cardiology clinic, a nurse explains GTN spray use and an upcoming stress echocardiogram to a Serbian-speaking patient with angina. You will interpret for both parties.

1	Nurse	Can you tell me how your chest tightness has changed since your last visit here at Wollongong Hospital?
2	Patient	Bol se javlja kada hodam brže ili se penjem uz stepenice, otprilike dva puta nedeljno.
3	Nurse	For chest pain, use your GTN spray under the tongue. You can have up to three sprays, five minutes apart, while resting. If the pain doesn't ease, call triple zero immediately.
4	Patient	Da li postoje neki neželjeni efekti od tog spreja, kao glavobolja ili vrtoglavica?
5	Nurse	Yes, headache and dizziness are common and usually mild. Sit down when you take the spray, and they should pass within a few minutes.
6	Patient	Hvala, to mi pomaže. A šta tačno taj pregled, stres eho test, podrazumeva?
7	Nurse	A stress echocardiogram uses ultrasound to picture your heart's movement before and after exercise, usually on a treadmill, to see how it copes under physical strain.
8	Patient	Da li treba nešto posebno da uradim pre pregleda, na primer da ne jedem?
9	Nurse	Yes, don't eat or drink anything except water for four hours before the test. Wear comfortable shoes for the treadmill component.
10	Patient	Razumem. Da li treba da prestanem da uzimam lekove za srce pre tog pregleda?
11	Nurse	Keep taking your heart medication as usual unless the cardiologist specifically tells you otherwise. The Heart Foundation recommends continuing beta-blockers unless you're instructed to stop.
12	Patient	Hvala vam puno na objašnjenju, sada mi je mnogo jasnije šta me čeka na pregledu.

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7. Formal Complaint Against an Electrician · Consumer Affairs

A client seeks help from a consumer affairs adviser regarding poor electrical wiring work and an unresponsive tradesperson; you will interpret for both parties.

1	Adviser	Thanks for coming in today, Mr. Novak. Please tell me exactly what happened with the electrician you hired in Wollongong.
2	Client	Unajmio sam elektricara da mi promeni instalacije u kuhinji, platio sam hiljadu osamsto pedeset dolara, ali sijalice i dalje trepere, a on se ne javlja vec tri nedelje.
3	Adviser	Do you have a written invoice or quote, and have you tried contacting him since the wiring work was finished three weeks ago?
4	Client	Da, imam racun, i zvao sam ga pet puta i poslao sam mu i imejl, ali mi nikad nije odgovorio.
5	Adviser	The first step is lodging a formal complaint with NSW Fair Trading, who can arrange free conciliation between you and the electrician before anything escalates further.
6	Client	Da li to znaci da cu sigurno dobiti povracaj novca?
7	Adviser	There's no guarantee you'll get a refund through conciliation, but if that fails, you can apply to NCAT for a binding order instead.
8	Client	Koliko to traje, i da li je opasno da sijalice trepere dok cekamo ceo taj postupak?
9	Adviser	If the flickering suggests a genuine safety hazard, please don't wait for the complaint outcome — call a licensed electrician immediately for an urgent inspection.
10	Client	U redu, pozvacu odmah nekog elektricara zbog bezbednosti. Ali koliko kosta ta prijava za NCAT?
11	Adviser	The NCAT application fee is around fifty-four dollars, though it's often refunded if the tribunal rules in your favour after the hearing.
12	Client	Hvala vam, prvo cu prijaviti Fair Trading-u, a ako ne uspe, ici cu na NCAT.

Audio at exam speed and AI marking of your own interpreting: naaticcl.com/dialogues/serbian/fsr-electrician-complain/

8. Self-Defense Claim in Assault Case · Legal

A Serbian-speaking client charged with assault is discussing a self-defense argument with his lawyer and the arrangements for his Thursday court hearing; you will interpret for both parties.

1	Lawyer	Mr. Ilić, thank you for coming in today. Let's go through what happened outside the hotel in Newtown last month, and how self-defense might apply.
2	Client	Da, hvala vam. Te večeri, oko jedanaest sati uveče, trojica muškaraca su me napala ispred hotela. Nisam prvi udario, samo sam se branio.
3	Lawyer	Did any of the three men have a weapon, or did you feel your life was in immediate danger during the attack?
4	Client	Jedan od njih je imao razbijenu flašu u ruci. Uplašio sam se za svoj život, pa sam ga gurnuo da bih se odbranio.
5	Lawyer	Under New South Wales law, self-defense applies if your response was reasonable given the threat you faced. The court will consider the bottle as a genuine danger.
6	Client	Da li će biti dovoljno ako imam svedoka koji je video celu tuču?
7	Lawyer	Yes, a witness statement will help significantly, especially if it confirms you acted only after being threatened with the broken bottle.
8	Client	Takođe me brine da li ću morati da provedem noć u zatvoru pre suđenja.
9	Lawyer	You won't need to stay in custody, since you were granted bail. Your hearing is scheduled for Thursday at Downing Centre Local Court.
10	Client	Hvala Bogu. Da li ćete vi lično biti sa mnom u sudu u četvrtak?
11	Lawyer	Yes, I will be there with you in court on Thursday morning, and I'll guide you through every step of the hearing.
12	Client	To mi mnogo znači, hvala vam na podršci i pripremi za suđenje.

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9. Lodging a Home Theft Insurance Claim · Insurance

A Serbian-speaking client whose home was burgled is discussing the incident and claim details with an insurance claims officer. You will interpret for both parties.

1	Claims Officer	Mr Petrović, before we start the claim process, could you walk me through exactly what happened and when you first noticed the break-in at your home?
2	Client	Vratio sam se sa posla u petak uveče oko osam i primetio sam da su vrata na terasi bila obijena. Nedostaju mi nakit i laptop.
3	Claims Officer	Did you report this incident to NSW Police straight away? If so, could you give me the event number and the date it was lodged?
4	Client	Da, prijavio sam odmah te iste večeri NSW policiji. Dali su mi broj prijave, B44921, i datum je bio isti dan.
5	Claims Officer	Thank you for that. Now, can you list all the stolen items individually and estimate their total value in Australian dollars?
6	Client	Nestala su mi dva zlatna prstena, ručni sat i laptop. Mislim da ukupna vrednost iznosi oko pet hiljada dolara.
7	Claims Officer	Do you have any receipts, warranties, or photographs that could help prove ownership of these items, especially the laptop and jewellery?
8	Client	Imam račun za laptop, ali za nakit nažalost nemam originalne račune, samo nekoliko starih fotografija sa venčanja.
9	Claims Officer	That's fine, the photos will help. Your policy has a five hundred dollar excess, so if the claim is approved, that amount will be deducted.
10	Client	Razumem, hvala na objašnjenju. Koliko otprilike traje da se ovakav zahtev u potpunosti obradi?
11	Claims Officer	Assessment usually takes about fourteen business days, provided all supporting documents are submitted and the police report has been finalised.
12	Client	Hvala vam puno na pomoći, poslaću sve dokumente i fotografije čim ih sredim ovih dana.

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10. Recruitment Agent: Confirming Induction and Start Date · Employment

A recruitment consultant explains induction training and job start dates in English to a Serbian-speaking job seeker; you will interpret for both parties.

1	Recruitment Consultant	Congratulations, Bunnings Warehouse in Dubbo would like to offer you the casual sales assistant role. Your start date is Monday, the ninth of March, and induction training is scheduled for next Wednesday.
2	Job Seeker	Hvala vam puno, jako sam sretna! Samo da razjasnimo, kada je tačno taj trening u sredu, u koje vreme?
3	Recruitment Consultant	The induction starts at nine thirty in the morning and runs for about four hours, covering safety procedures and store policies.
4	Job Seeker	U redu, razumem. A da li treba da nosim neku posebnu uniformu prvog dana, ili ću je dobiti na obuci?
5	Recruitment Consultant	You won't need to buy anything; Bunnings will provide your uniform and safety boots free of charge during induction.
6	Job Seeker	Odlično, hvala. Koje dokumente treba da ponesem na obuku, i da li mi treba poreski broj?
7	Recruitment Consultant	If you don't already have a Tax File Number, please apply online before Wednesday, and bring your bank account details and photo identification.
8	Job Seeker	Razumem, sve ću srediti do srede. A koliko sati ću raditi nedeljno kada počnem posao?
9	Recruitment Consultant	Your roster will average around thirty two hours per week, though this can vary depending on store needs and season.
10	Job Seeker	Samo da budem sigurna, obuka je u sredu četvrtog marta, a posao počinjem u ponedeljak devetog marta, tako?
11	Recruitment Consultant	That's correct: induction training is this Wednesday, the fourth of March, and your first shift on the job starts Monday, the ninth of March.
12	Job Seeker	Savršeno, hvala vam puno! Doći ću na obuku u sredu, četvrtog marta, i počeću posao sledećeg ponedeljka, devetog marta.

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