

Insert for Sections A and B, paper 1 2013

Please remove from the centre of this book during reading time.

Section A

Speeding fine

Jane (J) has received a speeding fine in the mail. She contacts the Civic Compliance Office to enquire about lodging a request to have the fine waived. She speaks to Paula (P) on the phone at the Civic Compliance Office. The following is a transcript of the conversation between the two women.

The following symbols are used in the transcript:

(..)	short pause	<u>word</u>	stressed word
(....)	longer pause	^	precedes emphasised part of word
.	end of speech turn	@@@	laughter
,	continuing speech	[]	overlapping speech
?	questioning intonation	<A A>	fast speech
/	high rising intonation		
\	falling intonation		

(Recorded message)

- 1 Your call is in a queue and will be answered soon. *(music)*
2 Thank you for holding, one of our customer service officers will be with you soon.
3 *(music, message repeated every minute for 4.36 minutes)*
4 P: Hi you're speaking with Paula, can I have your allegation number please?
5 J: My , er, yep, hang on a se=cond, aaah, is that...ahhh, right up the top?
6 P: Yeah right up the top on the right hand corner.
7 J: 12345673 D.
8 P: 1234567D and is there a space and another number?
9 J: There was a space before the D
10 P: Oh, OK mmmmm (....)
11 OK I'll read that number, er back to you, so 123/
12 J: Yep.
13 P: 45/
14 J: Yep.
15 P: Space 67D.
16 J: No it's 673 then D.
17 P: Oh 673 D.
18 Th that's better (.....)
19 and is that your name on the notice?
20 J: It is, yes.
21 P: <A And could I have your full name and address please? A>
22 J: Jane Jones 45 High St Yarraville/
23 P: <A And what's your date of birth and a contact phone number if you've got one there\ >A
24 J: twelve six seventy two\
25 And my mobile number is 0400 888888
26 P: OK, bear with me a few moments while I open your ^file.
27 J: Uh huh
28 P:OK, so you just have one matter outstanding, that's a \$280 speeding fine,

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29 <A that was issued to you by a police officer on the spot/ A>
30 How can I ^help you with this one?
31 J: Oh, we'll the officer said to me that
32 Ahh (.) when I receive it I should um, er get onto the website /
33 and check to see whether I= am eligible for um, ah (.)
34 a good drivers record or something /
35 um, to get the notice perhaps waived /
36 P: OK. Now um usually for an official warning the grounds a=re Jane,
37 The (..) u=sually, I say u=sually loosely the grounds are,
38 you admit to the offence /
39 J: Yep.
40 P: you have a clean driving record for the last two ^years at least/
41 J: Yep.
42 P: Ahhh a valid drivers license
43 and the matter the the offence is below 10 Km ,
44 now...in saying that I have seen matters withdrawn ^above ten km so
45 I have seen matters at 15 or even 20\
46 J: Right.
47 P: So you are still able to apply for the special warning/
48 just letting you now though um (.)
49 yea=h, there's not a 100% guarantee with it/
50 J: No
51 P: but you can apply\
52 J: Oh, OK. Well I might as well,
53 the thing I wasn't sure about was (.) when I last had a fine\
54 P: Yes well I can see here, let me have a loo=k (..)
55 the last one was in 2011 (...)
56 now it was in Oct^ober,
57 so it hasn't been a full 2 years.
58 J: Uh huh.
59 P: Not as far as, you know, it hasn't been a full 24 months,
60 but you can still, as I said,
61 it doesn't ^hurt to apply for it.
62 J: Right.
63 P: You're not gonna be charged any additional fees if it is rejected,
64 J: Right.
65 P: So it's not gonna hurt, you know, you can request a with-
66 Er, er an official warning.
67 J: OK\
68 P: It is up to you now, it hasn't been a full 2 years there's no guarantee/
69 J: Uh huh. And what was the one in October?
70 P: Yeah it was a traffic offence, I'll just see what it was (...)
71 speeding by less than 10 km on the Westgate.
72 J: Right\ OK.
73 P: OK. Now I'll give you our details if you choose to put that ahh,
74 that internal review form through for the official warning.
75 J: Yeah
76 P: Now have you got a piece of paper and a pen handy?
77 J: I have, yes.
78 P: The address that you'll need to send that to...
79 well you'll need to address it to the Penalty Review Board.
80 J: Right.
81 P: And they're at GPO ^Box 1916,

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82 J: Mmm.
83 P: Melbourne Victoria,
84 J: Yep.
85 P: 3001\
86 J: OK\
87 P: Now so you'll be applying for an ^official ^warning.
88 J: Mmm
89 P: You'll just need to write a letter in advising of that,
90 asking for an internal review and an official warning (.)
91 'I'm very sorry' [of course]/
92 J: [yeah @@] OK
93 P: <A Once we receive your letter we will place the matter on hold,
94 until the Penalty Review Board have decided
95 they are gonna grant you that official warning or not. A>
96 J: Uhuh.
97 P: <A It can take up to 90 days, A>
98 J: That's quite long/
99 P: <A But you won't be incurring any additional fees,
100 as I said we'll put the matter on hold and we won't penalise you for how long it takes us,
101 for the Penalty Review Board to make up their minds. A>
102 J: Uh huh.
103 P: OK now, we won't send you a notice advising you that the matter, the letter has been received,
104 we will however send you a letter advising you of the outcome/
105 J: Yep.
106 P: However if you want, once you send that in I suggest giving it a week or so/
107 and then giving us a call to make sure we have received that letter from you\
108 J: OK.
109 P: The due date on this is the first of March.
110 J: Yep.
111 P: So as long as you send that letter in and give us a call before then,
112 to make sure the matter has been put on hold,
113 that we have received that letter,
114 OK?
115 J: Alright then, yep, that's all very clear,
116 thank you, thanks very much for that/
117 P: That's OK,
118 now if it isn't accepted what we'll do,
119 we'll send you out, so we'll give you a new due date,
120 we're not gonna penalise you,
121 J: Uh huh.
122 P: We'll advise you that it hasn't been accepted with a new due date on there for you/
123 J: Yeah, yeah.
124 P: <A If it is accepted we'll send you a notice of withdrawal\
125 J: OK. Oh, OK, great, good.
126 OK that's very helpful,
127 thank you so much.
128 P: That's OK Jane,
129 was there anything else I can help you with today?
130 J: No, no that's it thanks.
131 P: Alright then, you enjoy the rest of your day\
132 J: Thank you [bye bye]/
133 P: [Bye bye

Section B

Eulogy for Robert Hughes

Background information.

Robert Hughes, internationally acclaimed Australian art critic and historian, died on 12 August 2012. On 14 August 2012, Malcolm Turnbull, Member for Wentworth, delivered a eulogy to Hughes in the Australian House of Representatives. Malcolm Turnbull is married to Lucy, Hughes' niece. Daisy and Alex are Lucy and Malcolm Turnbull's children. Members of Hughes' family were in the public gallery of the House of Representatives to hear the speech.

These three excerpts from the eulogy are reproduced with the kind permission of The Honorable Malcolm Turnbull, March 2013. The full transcript is available from Malcolm Turnbull's website.

1 ...Everything about Bob Hughes, for good or ill, was forged here in Australia. For all his years in New
2 York he never ceased to be, sound like and think like an Australian. His keen eye, his ability to see
3 things and not just look at them, was honed by years of fishing for leatherjackets and bream on the
4 jetty at Rose Bay, just as his intellect, his love of history and the arts, was inspired by the Jesuits at
5 Riverview. Rambunctiously rebellious all his life, the objects of his often scathing criticism would have
6 loved to have dismissed him as an uncouth Australian. But the depth of his scholarship and his
7 erudition, matched with a remarkable eloquence, made that impossible.

8 ...If more Australians have read Bob Hughes the historian, around the world he was without doubt the
9 late 20th century's most influential art critic. His book and television series, *The Shock of the New*,
10 expounded the art of the modern world - the machine world, the world of railways, steam engines
11 and total war. Young, impossibly handsome, a rich vocabulary and an even richer, rolling voice - now
12 booming and declamatory, now quieter, drawing you in to some delicious irony - Bob became the
13 face and the authority on the art of our world, the modern world.

14 ...When Bob is described, as he often is, as a man's man, the speaker, usually another man, is thinking
15 of his love of fishing and shooting or even perhaps his fondness for food and wine in measures
16 illiberal. But the women in his life, my wife and daughter especially, would agree that he was indeed a
17 man's man with most masculine failings including untidiness, waywardness and a remarkable ability,
18 even by the high standards of his gender, to make a mess in the kitchen utterly out of proportion to
19 the meal he had produced. He could dismember a mud crab with such enthusiasm that there were
20 not only bits of shell and crab meat in his hair and eyebrows but on the ceiling as well. And, of course,
21 he was always indulged. He was a generous host and a colourful guest.

22 Lucy especially always gave Bob free rein. He could do no wrong as far as Lucy was concerned. He had
23 a leave pass denied to all other men in her life. Daisy and Alex, whom he loved as though they were
24 his own, called him WU, for Wicked Uncle, and Bob revelled in that title. All his life, no matter how
25 successful he Hughes' family was, he was always in his mind's eye the naughty younger brother.

26 So today we note - and I thank the House for noting - the death of one of our greatest writers, one of
27 the world's greatest critics. But as many of us have seen over the past week, his legacy of writing and
28 of television is so vast and still so compelling so in a sense the great man, the public man, the titan of
29 arts and letters, will never leave us. And so I trust I have not trespassed on the courtesy of the House
30 in allowing just for a while the private Bob to shoulder aside the public man because it is only that
31 Bob who has left us.

32 Farewell, Uncle Bob, surely there will never be another WU.