

283_810_Build up your Independence and Confidence Living with a Seeing Eye Dog (與導盲犬一起生活，培養獨立同自信)

TOTAL DURATION: 00:13:17

Time in	Time out	Transcription	Translation
00:00:15	00:01:35	<p>Charmaine: 大家好，歡迎來到 Speak My Language 這個節目。這個節目是由不同的民族社區人士一起分享如何令到殘疾人士生活得更好。我是 Charmaine，我是 Ethnic Communities Council of Victoria, ECCV 任職，在我們的訪問入面，我們會了解到在我們族群入面的殘疾人士如何透過他們的個人技能同社會資源，令到他們生活更好。我們會請來殘疾人士分享他們真實的故事以及生活的小秘訣，另外我們都會請不同的嘉賓分享，在社區入面的一些活動，資源，機會等等，希望這些資訊可以幫助殘疾人士生活得更好。導盲犬是工作犬的一種，牠的主要工作是代替視障人士雙眼，幫他們領路，所以對於失明人士或者視力有障礙的人士找到適合的導盲犬，其實是可以幫助他們提高他們的生活質素。我們今集請來的嘉賓是 Flory，她是代表 Vision Australia 幫我們講解在 Vision Australia 的 Seeing Eye Dogs 入面的導盲犬。Flory 你好，多謝你接受 Speak My Language 的訪問呀！</p>	<p>Charmaine: Hello everyone, welcome to Speak My Language. This podcast is about people from different ethnic communities sharing how to make people with disabilities live better. My name is Charmaine, and I work for the Ethnic Communities Council of Victoria, ECCV. During our interviews, we learn how people with disabilities in our community use their personal skills and social resources to make their lives better. We invite people with disabilities to share their real stories and life tips. In addition, we ask different guests to share some activities, resources, opportunities, etc. in the community. We hope this information can help people with disabilities live better. A guide dog is a type of working dog. Its main job is to be the eyes of the visually impaired and help lead the way. Therefore, finding a suitable guide dog for the blind or visually impaired can indeed help improve their quality of life. Our guest in this episode is Flory, who represents Vision Australia to introduce their Seeing Eye Dogs division. Hello Flory, thank you for accepting the interview with Speak My Language!</p>
00:01:36	00:01:37	Flory: 大家好！	Flory: Hello everyone!
00:01:38	00:01:46	Charmaine: Flory，首先你可否跟我們聽眾講解一下 Vision Australia Seeing Eye Dogs，其實是甚麼？	Charmaine: Flory, could you please explain first to our listeners about Vision Australia Seeing Eye Dogs? What exactly is it?
00:01:46	00:02:38	<p>Flory: 好呀！但我首先要多謝 Charmaine 你們的邀請做這個訪問。最初我是在 Seeing Eye Dogs 的義工，我就加入了 SED 負責他們 Administration 的工作。大家都可能聽過 Vision Australia 這個機構，他們是一個提供多元化服務，給失明或視障人士的非牟利機構，而導盲犬服務 Seeing Eye Dogs 是 Vision Australia 旗下一個好重要的服務來。我們的總部就在墨爾本，我們自己有幼犬繁殖中心，有完善的室內培訓場地，成功完成訓練的導盲犬，我們就會配對給在全澳洲不同地區有需要的失明或者</p>	<p>Flory: Sure! First, I would like to express my gratitude for the invitation to interview, Charmaine. I was initially a volunteer at Seeing Eye Dogs and then joined SED in charge of administrative tasks. People may have heard of Vision Australia. It is a not-for-profit organisation that provides diverse services to the blind or visually impaired people, and the guide dog service, Seeing Eye Dogs, is extremely important in Vision Australia. Our headquarters is in Melbourne. We have our own puppy breeding centre and a</p>

		視障人士使用的。	comprehensive indoor training venue. Guide dogs that have successfully completed the training will be matched with the blind or visually impaired people in need across different areas in Australia.
00:02:38	00:02:52	Charmaine: Flory, 我想問失明或者是視力有障礙的人士, 他們如果有導盲犬輔助是否可以受到法例的保護自由出入公眾場所的?	Charmaine: Flory, I would like to ask if people who are blind or visually impaired have a guide dog to assist them, can they freely enter and exit public places under the protection of the law?
00:02:52	00:03:41	Flory: 無錯! 法律上導盲犬使用者以及他們的導盲犬是可以進入任何的公眾場所, 包括餐廳, 大小食肆, 使用者的工作地方, 戲院, 酒店, 學校, 泳池, Gym, 球場, 商場或者任何他們去要購物的地方。除此之外, 他們可以乘搭任何交通工具, 包括的士, Uber, 火車, 電車, 巴士, 飛機等等。在澳洲, 如果使用者被拒絕帶導盲犬入去這些地方的話, 又或者因為他們使用導盲犬而給予不公平對待, 都是歧視及非法的行為, 是會被罰款的, 而不同的省份亦都有不同的罰款機制。	Flory: That's right! Legally, guide dog users and their guide dogs are allowed to enter any public place, including restaurants, cafes of any size, the user's workplace, cinemas, hotels, schools, swimming pools, gyms, stadiums, shopping malls or anywhere else they shop. In addition, they can take any means of transportation, including taxis, Uber, trains, trams, buses, planes, etc. In Australia, if users with guide dogs are refused entry to these places, or are treated unfairly because they use guide dogs, it is discriminatory and illegal, and the offender will be fined. Each state and territory has different penalty mechanisms.
00:03:41	00:03:51	Charmaine: 嗯, 好清楚, 我想問我 Seeing Eye Dogs 的狗隻一般是會得到甚麼訓練, 先至可以成為一個全面的導盲犬呢?	Charmaine: Thank you for the clear explanation. I would like to ask how a dog is trained in Seeing Eye Dogs generally before becoming a fully-trained guide dog.
00:03:51	00:05:31	Flory: 我們可以講講我們的狗狗牠們整個人生會是怎樣的。首先我們有一位獸醫, 他專門負責繁殖, 專門做這項工作的犬隻, 我們大部分的工作犬都是自己繁殖的, 狗狗出生到牠們八個星期大的時候, 都是住在我們的幼犬繁殖中心。之後的 1 年, 就會去到寄養家庭住接受社會化的訓練, 坐交通工具的禮儀, 以及學習一些不同的指令。當狗狗十二個月至十四個月大的時候, 這就會回到我們的中心, 做專業的訓練, 之後的 4 至 5 個月, 訓練完就會評估這些狗狗是否適合做導盲犬, 以及訓練牠們各種不同導盲犬的工作。在這個訓練的當中, 牠們需要通過三次的任務考試, 訓練員是會戴上眼罩, 真是甚麼都看不到, 並由導盲犬帶領這些訓練員到達目的地, 避開障礙物, 以及在適當地方停下來。這些是牠們有需要做的動作, 這些導盲犬亦都需要通過兩次的服從考	Flory: Let me talk about the life of our dogs. First of all, we have a veterinarian who specialises in breeding of dogs for this work. Most of our working dogs are bred by ourselves. The dogs live in our puppy breeding centre until they are eight weeks old. In the next year, they will be sent to a foster home to receive socialisation training, learn transportation etiquette and pick up some commands. When the dogs are 12 to 14 months old, they will return to our centre for professional training. After training these dogs for the next 4 to 5 months, we will evaluate whether they are suitable to be guide dogs, and train them to do various tasks that guide dogs have to perform. During this training, they need to pass three task tests. The trainers wear blindfolds so that they cannot see anything. The guide dogs will lead these trainers to their

		<p>試，確保牠們在社交禮儀方面是合格的，例如是不會受到其他貓狗的騷擾，或者地下食物的引誘，以及在公眾場所保持適當的禮貌，或者保持安靜這樣。</p>	<p>destinations, avoid obstacles, and stop at appropriate places. These are the actions they need to perform. These guide dogs also need to pass two obedience tests to ensure that they are qualified in terms of social etiquette, such as not being harassed by other cats and dogs, or being tempted by food on the ground, as well as maintaining appropriate courtesy in public places, or remaining quiet.</p>
00:05:31	00:05:49	<p>Charmaine: 嗯，聽你這樣說，其實導盲犬牠們，接受的訓練都是好全面，以及都好嚴格下，我想問在澳洲的失明人士或者是視力有障礙的人士，他們帶同導盲犬返工是否好常見？</p>	<p>Charmaine: Well, from what you just said, I can tell these guide dogs actually receive a comprehensive and strict training. I would like to ask, for the blind people or visually impaired people in Australia, is it common to return to work with guide dogs?</p>
00:05:49	00:06:28	<p>Flory: 其實是的，正如之前談過，使用者是可以帶他們的導盲犬返工返學，導盲犬可以算是視障人士的眼睛，牠們引導視障人士安全到達一些目的地，以及避開路上障礙物，所以牠們基本上一定是要同他們一起返工返學的，所以訓練的其中一部分：我們是會去到使用者的工作地方，或者他們...如果是在讀書的話就會去學校，跟他們的同事，或者同學溝通如何去容納這個導盲犬這個新朋友。</p>	<p>Flory: Actually, yes, as mentioned before, users can take their guide dogs back to work or school. Guide dogs can be regarded as the eyes of the visually impaired. They guide the visually impaired to safely reach destinations and avoid obstacles on the road. Without them, people with the disability would not be able to go back to work or school. Therefore, part of the training will occur at the user's workplace, or school if they are students, to advise their colleagues or classmates how to accommodate this new friend, the guide dog.</p>
00:06:28	00:06:37	<p>Charmaine: 有沒有...有沒有工作室或者是辦公室，其實是不適合帶導盲犬返工的？</p>	<p>Charmaine: Are there any workplaces or offices that are not suitable for working with a guide dog?</p>
00:06:37	00:06:56	<p>Flory: 其實導盲犬唯一不可以去的地方，是兩個地方，就是手術室以及動物園某些的場地。其實動物園這如果你帶導盲犬入去，他們是有專人跟你說哪一部分是可以去，哪一部分是不可以去。</p>	<p>Flory: In fact, there are two places that guide dogs are not allowed, namely the operating rooms and certain venues in a zoo. In fact, if you bring a guide dog into the zoo, their staff will tell you which parts are allowed and which parts are not allowed.</p>
00:06:56	00:07:07	<p>Charmaine: 嗯，一般來說，Vision Australia 如何支援失明，或者是視力障礙的客戶帶導盲犬返公司？</p>	<p>Charmaine: Well, generally speaking, how does Vision Australia support the blind or visually impaired customers to return to their workplaces with their guide dogs?</p>

00:07:07	00:08:15	<p>Flory: 當狗狗同受助人訓練的時候，其中一個好重要的環節是訓練牠們去，受助人經常去的地方，例如他們工作地方，學校，商店，醫務所等等，舉一個例子：如果使用者他是在一個辦公室返工的，訓練員就會跟使用者跟導盲犬一起去學返工放工的路線，幫他找一個適當位置，在公司入面找一個適當位置讓導盲犬坐或者睡覺，又或者去看看公司附近有沒有適合導盲犬，去廁所的地方。訓練員亦都可以跟受助者的同事講解同導盲犬相處要注意的地方，譬如不要突然餵牠，或者牠休息的時候這就不要騷擾牠，跟牠玩。但是如果受助者是一個中學生，我們都可以跟學校合作跟同學講解，如何與導盲犬一起上堂，以及如何相處。</p>	<p>Flory: When dogs are trained with their beneficiaries, one of the key parts is to train them to go to places where the beneficiaries often visit, such as their workplaces, schools, shops, medical clinics. For example, if the user is going to return to work in an office, beforehand the trainer follows the user and the guide dog to learn the route to and from work, helps them find a suitable area in the company for the dog to sit or sleep, or looks for a place nearby for the dog to pee. The trainer can also explain to the beneficiary's colleagues things requiring attention when getting along with the guide dog, such as not to feed it suddenly, or not to harass it or play with it when it is resting. If the beneficiary is a high school student, we can work with the school to explain to the classmates how to behave with the dog in the same classroom.</p>
00:08:15	00:08:43	<p>Charmaine: 嗯，好清楚。其實聽你講，導盲犬無論在好多的情況之下都可以陪伴需要的人士，他們返工返學或者出入好多不同的地方，你覺得導盲犬其實大致上來講是如何可以幫助失明，或者是視力障礙的人士，在他們的日常生活入面建立更加獨立堅強以及包容的生活呢？</p>	<p>Charmaine: Wow, that's very clear. So, I heard from you that guide dogs can accompany people in need in many situations, whether they are returning to work or school or traveling to various places. Do you think, in general, guide dogs can actually help the blind or visually impaired people establish a more independent, strong and inclusive life in their daily lives?</p>
00:08:43	00:09:49	<p>Flory: 導盲犬是一個好專業受訓的犬隻來的，為失明以及視障人士提供服務，提高他們的活動能力，安全程度，成為他們的心靈陪伴者，導盲犬可以做好多事，可以領路，避開路障，一些路上的障礙物，確定到達路邊，梯級，找空位找電梯，交通燈掣等等，都可以幫助視障人士，增強信心以及更加融入這個社會！即是讓他們放心出門，因為好多時我們的受助人都跟我們說沒有導盲犬，其實他們不敢出街，因為用盲人杖，他們說經常在街上的人看不到他們，亦都不會特別去避開他們，但如果有一隻導盲犬的話，大家都會知道，有這個需要幫助人士來了，他們就會避開他，又或者導盲犬就會令到他們更加容易跟陌生人溝通。</p>	<p>Flory: Guide dogs are professionally trained dogs that provide services to blind and visually impaired people, improve their mobility and safety, and become their spiritual companions. Guide dogs can do many things. They can lead the way, avoid roadblocks and obstacles on the road, determine the roadside and stairs, find vacancies and elevators, and recognise traffic lights, etc. They can help the visually impaired, enhance their confidence and make them integrate better into this society! Being able to go out with confidence is one huge advantage. Our beneficiaries often tell us that without the guide dog, they are afraid of going out on the street using a white cane. They say that others on the street do not always notice them, making it hard to avoid collisions. However, if there is a guide dog, everyone knows that there is a person who needs help,</p>

			and they will give way to that person. Besides, the guide dog makes it easier for them to communicate with passersby.
00:09:49	00:10:14	Charmaine: 好好，導盲犬又可以陪伴他們，亦可以幫他們更加獨立去生活，其實都真是大致上可以提高他們整體的生活質素。Flory，如果我們有聽眾好有興趣想多些關於 Seeing Eye Dogs 或者是相關的服務，他們可以在哪裡找到相關的資料？	Charmaine: Very good, guide dogs can accompany them and help them live more independently. Generally, it can improve their overall quality of life indeed. Flory, if any of our listeners are interested in learning more about Seeing Eye Dogs or related services, where can they find relevant information?
00:10:14	00:11:01	Flory: 如果是聽眾有需要的話，大家一定可以直接聯絡 Seeing Eye Dogs 或者是透過 Vision Australia 轉介給我們都可以，Seeing Eye Dogs 的聯絡電話是 1800037773，而個網址是 sed.visionaustralia.org。Vision Australia 的電話是 1300847466，而網址就是 visionaustralia.org。大家亦都可以打電話到 TIS National，為非英語人士提供一些即時的翻譯服務，可以幫你跟我們聯絡，TIS National 的電話是 131450。	Flory: If listeners are in need, you can contact Seeing Eye Dogs directly. Or you can be referred to us through Vision Australia. The contact number for Seeing Eye Dogs is 1800037773 and the website is sed.visionaustralia.org. Vision Australia's phone number is 1300847466 and their website is visionaustralia.org. You can also call TIS National, which provides some real-time translation services for non-English speakers and can help you contact us. The phone number of TIS National is 131450.
00:11:01	00:11:17	Charmaine: 現在來到節目的尾聲！我們好多謝 Flory 今日接受我們的訪問，分享有關 Vision Australia Seeing Eye Dogs 的實用資訊。Flory，你在我們節目結束之前，有一些主要的訊息是想同我們聽眾說的？	Charmaine: Now to the end of the podcast! Thank you, Flory, for accepting our interview today to share practical information about Vision Australia Seeing Eye Dogs. Flory, do you have some key messages you would like to say to our listeners before we wrap up?
00:11:17	00:12:06	Flory: 首先如果大家發現視力出現問題，請盡快去求醫，因為很經常一些好簡單的藥物治療，就已經可以幫你維持你的視力，如果藥物或者其他治療開始不是好足夠的時候，可以先接觸 Vision Australia，例如他們有一些職業治療師，可以幫你在家中做一些好少的改動，就己能改善你生活上好多不方便，但是如果不幸去到一個地步是需要行動輔助，包括導盲犬的話，大家可以直接來聯絡我們 Seeing Eye Dogs 求助，就最緊要不要怕醜不要怕，因為其實好多人都有同樣的問題，我們這就是...我們這些機構就是在這裡幫助大家去改善生活。	Flory: First of all, if you find that you have vision problems, please seek medical treatment as soon as possible, because often some simple drug treatments is enough to help you maintain your vision. If drugs or other treatments are not good enough, you can Contact Vision Australia. For example, they have some occupational therapists who can help you make some small changes at home, which can get rid of a lot of inconveniences in your life. However, if unfortunately you get to a point where you need mobility assistance, including guide dogs, you can contact us directly at Seeing Eye Dogs for help. The most important thing is not to be shy, because in fact many people have the same problem. Our organisation is here to help everyone improve

			their lives.
00:12:06	00:13:07	<p>Charmaine: 今次再次多謝 Flory 接受我們的訪問，亦都多謝聽眾收聽我們的節目，再見。如果你喜歡我們的錄音節目，你可以到 speakmylanguage.com.au 的網站瀏覽更多的資訊。我們都希望你能夠同其他人一起分享我們 Speak My Language 的節目，你都可以在 Facebook，Twitter，Instagram，LinkedIn 找到我們，我們希望你能夠幫我們將 Speak my language 的節目，宣傳到澳洲甚至全世界各地。Ethnic Communities Council of Victoria (ECCV)，好榮幸在 Victoria，維省參與推廣。Speak My Language 這個節目是由 Department of Social Services 資助，並由各個州及領地的 Ethnic and Multicultural Communities' Councils 及 Multicultural Councils 協辦，在全國推行我們的廣播夥伴是 SBS 及 NEMBC。</p>	<p>Charmaine: Thank you again Flory for accepting our interview this time, and thank you to the listeners for listening to our podcast. Goodbye. If you like our podcasts, you can go to speakmylanguage.com.au for more information. We hope you can share our Speak My Language podcast with others. You can find us on Facebook, Twitter, Instagram, and LinkedIn. We hope you can help us promote the Speak My Language podcast to Australia and even across the world. Ethnic Communities Council of Victoria (ECCV) is honoured to participate in the promotion in Victoria. Speak My Language is funded by the Department of Social Services and co-organised by the Ethnic and Multicultural Communities' Councils of each state and territory and Multicultural Councils. Our broadcast partners across the country are SBS and NEMBC.</p>