

ID 610 - TELELINK - A Free Gateway to Build Connection and Exchange Information

Cantonese	English
<p>Charmaine: 今天我們請來的嘉賓是 Tracy, 她是 Vision Australia 的義工, 負責一個名為 Telelink 的活動。今天她同我們分享的話題是關於 Telelink 的服務和對視障人士的幫助以及 Vision Australia 對視障人士提供的支援。我們也會在這裡為維多利亞州以外的聽眾提供所在地區一些類似活動的資訊。Tracy 你好! 多謝你接受 Speak My Language 的訪問。</p> <p>Tracy: Charmaine 你好! 很高興有這樣的機會。</p> <p>Charmaine: Tracy, 我知道你是 Vision Australia 的義工, 負責帶領其轄下的 Telelink 的一個群組。首先, 請向大家介紹一下 Vision Australia 是一個怎樣的機構?</p> <p>Tracy: Vision Australia 是一個非牟利的機構, 主要是為視障人士提供一些有關的服務, 使他們能夠生活得有質量, 更加獨立和更開心。</p> <p>Charmaine: 你在 Vision Australia 負責一個 Telelink 群組活動, 請介紹一下這是一個怎樣的活動?</p> <p>Tracy: Telelink 是 Vision Australia 對服務對象提供的一些免費服務, 考慮他們的共同愛好及共同面對的困難, 通過電話和網絡社交平台, 組織的一些聊天交流群組。</p> <p>Charmaine: 哦, 是在群組裡聊天。</p> <p>Tracy: 是的, 在群組裡聊天分享各自面對的困難, 互相給予支持和幫助。</p> <p>Charmaine: Telelink 有沒有以不同的語言和興趣來劃分群組?</p> <p>Tracy: 是的, 他們有興趣群組, 社交群組及不同語言的群組如中文有廣東話和普通話的群組, 還有其他語言如意大利語阿拉伯語等</p>	<p>Charmaine: Today, our guest is Tracy. She is a volunteer at Vision Australia and responsible for leading a group within its Telelink program. Today, she will be sharing with us about the services provided by Telelink and the assistance it offers to visually impaired individuals, as well as the support provided by Vision Australia. We will also provide information about similar activities in regions outside Victoria for our listeners. Hello, Tracy! Thank you for accepting the interview with Speak My Language.</p> <p>Tracy: Hello, Charmaine! I'm glad to have this opportunity.</p> <p>Charmaine: Tracy, I know you are a volunteer at Vision Australia, responsible for leading a group within its Telelink program. First, Can you please introduce what kind of organisation Vision Australia is.</p> <p>Tracy: Vision Australia is a non-profit organisation that provides services for visually impaired individuals, enabling them to have a quality life, be more independent, and happier.</p> <p>Charmaine: You are responsible for a Telelink group activity at Vision Australia. Could you please introduce what kind of activity it is?</p> <p>Tracy: Telelink is a free service provided by Vision Australia to those in need. It considers their common interests and shared challenges, organising chat and communication groups through phone and online social platforms.</p> <p>Charmaine: So it's about chatting in groups.</p> <p>Tracy: Yes, it's about chatting and sharing the difficulties each individual faces, providing support and assistance to each other.</p>

的群組。

Charmaine: 通常來說, 參加 Telelink 的活動需要符合什麼要求?

Tracy: 首先, 需要是 Vision Australia 的成員。這個服務是提供給它的成員的, 通過評估成為成員後就能參加 Telelink 的活動。

Charmaine: 如你上述所說, 在 Telelink 的群組有各種的交流, 能否請你分享一下在群組通常都會講些什麼樣的話題?

Tracy: Telelink 有許多不同的群組, 如喜歡煮食的人士參加的烹飪群組, 種植群組會交流視障人士在種植時會遇到的問題。此外大家也會交流有什麼新的對視障人士有幫助的產品.....尤其是現在疫情期間, 在封城的時候群組成員分享自己的感受, 互相支持。群組的氣氛很輕鬆愉快, 大家有時也會講到他們由於視力不好在日常生活中經歷的笑話。

Charmaine: 看來在 Telelink 裡的話題都很多樣化, 也很輕鬆開心。視障人士如何透過參加 Telelink 的活動聊天分享, 幫助和增加他們的個人知識與日常生活的技能?

Tracy: 視障人士出門比較困難, 由於看不清楚上網也不太方便, 通過這些群組我們可以交流各自的知識, 比如群組的成員告訴我下載一些有用的 App 可幫助我找到想要去的地方。大家都可以在群組提出問題, 通過互相交流, 我學到了很多東西, 開闊了視野。

Charmaine: 看來 Telelink 真的很有用, 通過相互之間的交流可以得到許多知識。

Charmaine: Tracy, 能否講一下 Vision Australia 是如何對視障人士提供支援和幫助他們學到一些生活所需的技能?

Tracy: Vision Australia 提供許多不同的服務。如家居日常生活的安全問題, 他們會來視障人士的家裡教導如何做家務更加的安全, 教我們在外出時如何用盲人拐杖走路。他們也提供許多培訓, 例如怎樣使用電子產品, 教我們打電話, 回復郵件等等。還有許多服務, 訓練我們如何克服一些生活中的困難,

Charmaine: Does Telelink have groups based on different languages and interests?

Tracy: Yes, they have hobby groups, social groups, and groups in different languages such as Cantonese and Mandarin for Chinese speakers, as well as groups in other languages like Italian and Arabic.

Charmaine: What requirements do they need to meet to participate in Telelink activities?

Tracy: Firstly, individuals need to be members of Vision Australia. This service is provided to its members, and they can participate in Telelink activities after becoming a member through an assessment process.

Charmaine: As you mentioned earlier, there are various types of communication in Telelink groups. Could you share what kinds of topics are usually discussed in these groups?

Tracy: Telelink has many different groups. For example, there are cooking groups for those who enjoy cooking, and gardening groups communicate about the challenges visually impaired individuals face during planting. Additionally, members also share information about new products that are helpful for visually impaired people. During the pandemic and lockdowns, group members shared their experiences and supported each other. The atmosphere in the groups is relaxed and enjoyable, and sometimes they share funny things about their experiences with visual impairments in daily life.

Charmaine: It seems that there is a wide variety of topics and a relaxed and happy atmosphere in Telelink. How do visually impaired individuals benefit from participating in Telelink activities, in terms of chatting, sharing, and enhancing their personal knowledge and everyday life skills?

Tracy: It can be challenging for visually impaired

我從中得益不少。

Charmaine: 如你所說，Vision Australia 致力於幫助視障人士提高日常生活技能，除了提供資源給有需要的視障人士，還有沒有提供一些給社區人士參與的包容性的服務和活動？

Tracy: 有的。Vision Australia 定期舉辦一些對視障人士的家庭成員和與之相關的醫護及服務人士的工作坊，介紹如何為視障人士服務及了解他們的需求，以便更好的照顧他們。

Charmaine: 這些包容性的服務很好，使得視障人士周圍的人能夠學習如何更好地照顧和提供幫助給他們。

Tracy: 是的。

Charmaine: 我們的聽眾來自不同的文化和種族背景，如果他們的英語不太好，如何能夠聯絡 Vision Australia?

Tracy: 可以上 Vision Australia 的網站 www.visionaustralia.org，那裡有聯絡的方式。

Charmaine: 有沒有傳譯服務可以幫助英文不太好的人？

Tracy: 有的。可以打傳譯電話 13 1450，接通後請他們打電話到 Vision Australia 就可以翻譯了。

Charmaine: 謝謝 Tracy, Speak My Language 的聽眾可以瀏覽你上述所說的網站找到他們的資訊，我們會把它的網址放在我們的網站，各州和領地的聽眾都可以看到。

Charmaine: 現在已經來到了節目的尾聲，很感謝 Tracy 接受我們的訪問，介紹了 Vision Australia 轄下的一個免費電話和網絡平台 Telelink 的活動，讓視障人士可以用自己的語言如廣東話跟來自不同地方的視障人士聊天，交流學習新的知識。

Charmaine: Tracy, 你還有什麼信息與聽眾分享？

Tracy: 很多人覺得有視障問題是很不幸的，但我覺得幸運的是我們生活在澳洲及這個時

individuals to go out, and browsing the internet is not always convenient for them due to vision limitations. In the groups, we can exchange knowledge. For example, group members have told me about useful Apps that can help me find places I want to go. Everyone can ask questions in the groups, and through this mutual exchange, I have learned a lot and expanded my horizons.

Charmaine: It seems that Telelink is truly beneficial, as through these conversations and exchanges, individuals can gain valuable knowledge. Tracy, can you tell us how Vision Australia provides support and helps visually impaired individuals acquire essential skills for daily life?

Tracy: Vision Australia offers a wide range of services. For example, they provide assistance with safety issues in daily home life by visiting visually impaired individuals' homes and teaching them how to do household tasks more safely. They also offer various training programs, such as using electronic devices, how to make phone calls and responding to emails. There are many services that train us to overcome challenges in daily life, and I have benefited a lot from them.

Charmaine: As you mentioned, Vision Australia is dedicated to helping visually impaired individuals with their daily life skills. Besides providing resources for visually impaired individuals in need, do they also offer inclusive services and activities for the community to participate in?

Tracy: Yes. Vision Australia regularly organises workshops for family members of visually impaired individuals and relevant healthcare and service professionals to educate them on how to serve and understand the needs of visually impaired individuals better, in order to provide better care for them.

Charmaine: These inclusive services are great,

代，有許多像 Vision Australia 這樣的機構為我們提供幫助和服務，還有許多先進的產品讓我們可以像正常人一樣地生活，只要我們踏出第一步，我們可以生活得更有質量和更精彩。我覺得很慶幸也很感恩，可以踏出這一步，相信其他人也可以做到。

Charmaine: 多謝 Tracy 接受訪問，多謝聽眾收聽節目。

as they enable people around visually impaired individuals to learn how to better care for them and provide assistance.

Tracy: That's right.

Charmaine: Our listeners come from different cultural and ethnic backgrounds. If their English is not very good, how can they contact Vision Australia?

Tracy: They can visit the Vision Australia website at www.visionaustralia.org, where they can find contact information.

Charmaine: Are there any translation services available to assist those who are not proficient in English?

Tracy: Yes. They can call the translation phone line at 13 1450, and once connected, they can have the call transferred to Vision Australia for translation.

Charmaine: Thank you, Tracy. Speak My Language listeners can visit the website you mentioned to find more information, and we will also include the website address on our website so that listeners from different states and territories can access it.

We have come to the end of the program. Thank you very much, Tracy, for accepting our interview and introducing the activities of Telelink, a free phone and online platform under Vision Australia. It allows visually impaired individuals to chat and exchange knowledge with others from different places in their own language, such as Cantonese.

Tracy, do you have any other information to share with the listeners?

Tracy: Many people think that having a visual impairment is unfortunate, but I believe that what makes us fortunate is living in Australia and in this era where organisations like Vision Australia provide us with assistance and

services. There are also many advanced products that allow us to live like normal individuals. As long as we take the first step, we can live a more fulfilling and exciting life. I feel grateful and fortunate to have taken that step, and I believe that others can do it too.

Charmaine: Thank you Tracy, for accepting the interview, and thank you to the listeners for tuning in to the program.