

## TAMOC: Draft List of Presenters and Abstracts

---

**ARMINEM, Ilkka**

### Analysing Mobile Media Usage

I will introduce general systematics for analysing user-device interaction, applied for usage of mobile media devices (WAP phone, etc.). The user's basic step consists of taking an action with respect to the current state of the device. The user's step can be defined as any action that alters the state of the device. The user's steps may be preceded by the work within a current state of the device so that the user may read and use the prevailing information and perform allowed activities, such as writing, in the current state. But to change the activity domain, the user needs to alter the state of the device. This simple systematic allows us to distinguish the reasoning and negotiation of what next action should be taken, from the evaluation of outcomes of user's actions. It also opens the reflexivity of the user-device interaction as the reception of new information through browsing redirects the user's actions. It allows us to distinguish talk and actions that take place during the pre-monitoring of the action, i.e., before any action is selected, and post-monitoring of the action, i.e., after an action has been taken. This is an economic way to account for iterative steps of user-device interaction. It is also both context-free and context-sensitive account, so that it can be applied to any moment and any situation, but it is sensitive in that it allows us to distinguish different types of interaction both vis-à-vis types of devices and users. In that way, it becomes possible to account for the position structure of the interactional use of a device. Each selection of a next activity consists of sub-tasks such as recognising referents, like hypertext items, locating functions through which activities may be carried out and inferring outcomes of activities. In particular, if a device is used in pairs much of the users' reasoning may become transparent. The analysis does not only trace the useability problems but may also reveal the cultural expectations and conventions that have occasioned in difficulties.

**BAKER, Carolyn; Susan Danby and Michael Emmison**  
Avoiding Giving Advice in Calls to Kids Help Line

This paper investigates the work of counsellors who answer the telephones at Kids Help Line, an Australian national helpline that deals specifically with callers aged approximately 5-18 years. We focus, in particular, on how the counsellors avoid giving advice when talking with the young callers, even when such advice has been requested. For instance, callers may ask the counsellor specifically for their opinion ('d'y reckon that's a good idea?') or, in a less direct appeal, appear to be asking for advice

via formulations such as 'I don't know what to do' or 'I'm thinking of maybe doing [x]'. Rather than responding with advice or opinion, counsellors respond by initiating a new activity such as asking a question ('anybody else that you've talked to?) or providing information ('there are many different ways of starting a conversation'). These next turns, sometimes suggesting possible courses of action that the caller has not yet put forward, replace the 'second pair part' of the advice sequence with an initiation of a next conversation activity. They 'skip the move' of giving advice without making the sought-after advice noticeably missing. This avoidance of advice giving is not a common interactional pattern between adults (such as parents) and young people, in that adults often tell young people what to do. The avoidance of advice giving is a delicate interactional event where the counsellor's way of listening captures an important philosophical and procedural aspect of the counsellors' work: 'we listen, we care' rather than 'we can solve your problems'.

**BROWN, Carolyn**

### **Athleticism in the Classroom**

Doing discussions in classrooms is a challenging institutional event for teachers. Conditions in educational settings pose technical problems that are not easily resolved. For example, catering for large numbers of students creates tensions that teachers must address to maintain order and encourage 'free and easy' discussion. I study a specific transcribed example of a discussion about the Olympics using ethnomethodology and conversation analysis as an approach to analysis that facilitates investigation of talk-in-interaction. Through the use of a range of conversational activities and an 'athletic' approach to classroom teaching, a teacher makes a whole group discussion involving Year 8 boys a successful event. A focus on I-R-E sequences demonstrates how this teacher manipulates the discourse format to accommodate both the need to control and the need to inspire. In fact this management of competing forces in the classroom indicates an energetic commitment of the teacher to complete the obstacle course with 'gold'!

**BROWN, Mike**

### **Doing Adventure Education The 'Right' Way**

This paper examines the intrinsic morality contained in leader-student interactions that occur in adventure education facilitation sessions. Drawing on several transcripts from facilitation sessions held after 'adventurous' activities, I examine how the leader of these sessions accepts, formulates or challenges the validity of student replies. I argue that the leader's evaluation or formulation of student responses demonstrates the moral work that is being conducted in these sessions. A leader issued challenge, as to the reasonableness of a student account, and the subsequent modification of the student's position is an example of

how a moral order is constructed through and in social interaction. Explicating the moral nature of leader-student interaction has important implications for adventure educators as it questions the underlying assumptions of the role of the leader of these sessions. I argue that the positioning of the leader as a neutral or background figure, as detailed in much of the adventure education literature, overlooks the leader's role in articulating a moral order that, while not implicitly stated, is instilled in talk. The explication of how moral order is built in these sessions furthers the ethnomethodological project of questioning the taken-for-grantedness of current conceptualisations of leader-student interaction in adventure education, and in so doing adds to our understanding of the process of facilitation.

**CZISLOWSKI-MCKENNA, Ann**

### **Participation and Profound Intellectual Impairment: Changing the Talk**

This paper presents an analysis of an interaction between a student with profound intellectual impairment and his teacher. To develop understandings of the participatory experiences of people with profound intellectual impairment we need to relinquish pre-emptive categorisations such as 'profound intellectual impairment'. Such categorisations by researchers and others produce hypothetical mental and social states and anticipated displays. This paper examines the co-ordinated details of an actual interaction. The work reported in this paper has been analytically and theoretically challenging because the student is non-vocal. Membership categorisation analysis and conversation analysis are used to illustrate, describe and interpret how a student with profound intellectual impairment and his teacher set about the business of constructing their interaction during a classroom activity. Through accounts of action participants make sense of their own and each other's actions. This paper demonstrates that this is also the case where one participant has a profound intellectual impairment. Interpretation focuses on the issues of the social agency of the student and how this is evidenced

**DINGWALL, Robert**

### **Micro-Order and Macro-Politics: Goffman, Schegloff and Adam Smith**

This paper begins by reviewing the institutional talk program in conversation analysis and, in particular, the way in which Schegloff responds to Goffman's notion of the interaction order as a foundation for his critique of some naive views of institutional talk. However, it is suggested that both Goffman and Schegloff are trapped in the traditional sociological polarisation between modelling the basis of order as either the product of social contract or of social consensus. A third possibility, that of spontaneous ordering, has been neglected. A review of Adam Smith's

treatment of the relationship between social interaction and spontaneous order suggests that these may be more natural partners than attempts to co-opt interaction analysis for prior normative agendas.

**EDWARDS, Derek**

### **'I wouldn't Hurt an Old lady': Facts, Norms and Dispositions in Talk**

I examine a range of examples of interactional talk in which speakers handle relationships between normative actions, specific episodes, and personal dispositions, in the context of factual claims. Semantic treatments of expressions such as *ought*, *must*, *would* (etc.) classify them into a range of distinct uses such as 'deontic' (expressing obligations), 'epistemic' (pertaining to knowledge), and 'aleutic' (logical inferences). However, when we examine talk in interaction, the potential for the same words to project a range of different meanings starts to look less like ambiguity, and more like a conversational, rhetorical resource. Rather than participants and analysts having to sort out which meaning is intended on any particular occasion, interactional work may be done by the ways in which these expressions can conflate or combine factuality, agency, normative accountability, and personal dispositions. What is the case (factual accounts) can be produced via what ought to be, and generally can be expected to be, the case (norms), given a person's nature (dispositions). The discussion examines data from counselling, police interrogations, and mundane conversation, and draws on Sacks's observations on how people can use normative expectations to infer things they have not witnessed.

**FREEBODY, Peter; Jill Freiberg and Jess Harris**

### **Achieving Mutual Understanding within Medical Consultations**

This paper reports on a collaborative study between Griffith University and the University of Melbourne of everyday general practice medical consultations. Within this study, informed by Ethnomethodology, communication between doctors and patients is conceptualised as the accomplishment of local moral orders rather than as a set of skills and consultative formats. The data are audio-tapes and transcriptions of consultations that have been analysed using both CA and MCA. This paper demonstrates the ways in which local moral orders constitute what counts as 'communication' or 'achieving mutual understanding' within a medical setting.

**HALL, Graeme**

## **Meeting Talk: The Social and Moral Work of a University-School Partnership**

This paper investigates the talk of academics and teachers in meetings. These meetings discussed the potential of a partnership between an education faculty and a primary school regarding collaborative professional development activities aimed at developing the teaching of mathematics in the school. This paper draws on extracts from three meetings to show the work of participants as they co-construct their membership categories of 'being an academic', 'being a teacher' and 'being a partner'. As these meetings were held in the early stages of the partnership, the talk orients to how the participants describe who they are, what they should do and how they should undertake these activities. The focus, specifically, investigates how the participants collaboratively negotiate the partnership through presenting possible courses of action. For instance, the category 'academic' is joined with the activity of facilitation and with being 'not an expert.' Analysis of the transcripts shows also how the participants worked at specifically orienting not to categories such as 'teacher' but rather to the more general category of 'people'. These extracts show the social and moral work that the participants do in co-constructing the territory of the partnership project.

**HANSEN, Susan**

## **Are you Male or Female? Talking Gender in Computer Mediated Communication**

Obviously, those attempting to 'pass' as differently gendered online do not face the same challenges as those trying to pass in 'real' life. Cyberspace is 'unusual' in that it allows anonymous and pseudonymous everyday communication. This means that 'becoming' one of another gender is likely to be easier in cyberspace. This does not mean that people become completely unaccountable for their gender. The focus of this paper is on a number of instances where the gender of online users has been 'called into question' by other users. Excerpts from chat and email transcripts will be presented. This paper will examine:

- The kinds of questions about gender that can be sensibly asked on the Internet;

- Some ways in which 'netiquette' may be oriented to in the asking and answering of such questions;

- The phenomenon of 'hyper-gendering' as more than simply a way of 'compensating' for the narrow-bandwidth of text-based interaction

- (i.e. as a variable marker of gender authenticity);

- Some of the motivations ascribed by experts and given by users for gender-switching;

A number of ways that gender-switching can be (re)defined as a 'normal' (heterosexual, male) activity.

**KELLY, Ann**

### **The Symbiotic Relationships Between Paper and Digital Artefacts and Talk in Work Activities**

A common hypothesis resulting from the increasing digitalisation of workplaces was that the dependence on paper artefacts would diminish. However, rather than diminish, paper has assumed a new role – that of mediator between interactive activities and their computerised recordings. This presentation will show how this mediation is effected in a range of settings. The first part of the presentation will involve a brief overview of the work of authors such as Berg (1999), Harper (1998), Henderson (1999) and Hughes et al. (1993) to exemplify how paper artefacts assume an integral and, at times, moral role in computerised medical, financial, industrial design and air traffic control rooms respectively. In the second part I will describe in some detail findings relating to the role of paper in the interactive development of service requests in a local government council office. Specifically I will show how a symbiotic relationship, similar to that of the other studies that are overviewed, existed between an informal note, that is a paper artefact, a digitalised service request form and telephone requests by the public for council services.

**KEOGH, Jane and Barbara Garrick**

### **Smartening up Teachers**

In April this year a leading city newspaper reported on a proposed ‘clean-out’ of ‘underperforming teachers’. By using methods drawn from membership categorisation analysis (MCA) this paper examines media items that appeared in this newspaper to show how seemingly mutually exclusive categorisations of ‘underperforming teachers’ in contrast to ‘highly motivated graduates’ were assembled within and through these texts. Attention is drawn to the locally used, invoked and organised presumed commonsense knowledge of social structures that are invoked within and through these texts.

**LANDVOGT, Kathy**

### **How Things Are, How they Should Be: Ironic and Traumatic Tales of Motherhood and Disability**

Participants in a community-based women’s group (mothers of children with a disability) reject abject client positions and become more critical service-users by telling stories of their traumatic encounters with health, education, and welfare service providers. These stories contrast ‘how things are’, revealed in their accounts of what happened, with ‘how things should be’, revealed in the way they tell their stories. In constructing more morally adequate and competent identities that the service-providers have implies, the mothers’ accounts echo the use of atrocity tales identified in other parent-professional talk (Baruch,1981). The group provides a

retrospective opportunity to redress the unwelcome positioning that apparently could not be corrected at the time. The mothers here use various devices to achieve the contrast, especially laughter, and appropriation and re-contextualisation of the service-providers' words. They shift their own relationship to the traumatic experience from one of passive/medicant service-user to active/critical service user by using mockery and irony. The paper traces how the other mothers in the group support these tales and their moral implications. The literature identifies that for mothers of a child with a disability, it is important to recover hope from the trauma (Landsman, 1998), and the paper reveals how conversation in a facilitated group interaction can achieve this.

**NIKANDER, Pirjo**

### **Moral Insulation: Age Categorisation as a Case in Point**

Empirical analysis of age in interaction makes reference to the positioned nature of age as membership category. Due to this factual, hierarchical and positioned nature of stage of life categories (Atkinson 1980; Baker 1984, Sacks 1974, 1992), the analysis of age in talk forms an interesting and relatively untouched site for examining moral accounting. Normatively policed categories –like age- with a strong expectation for particular type of action and attributes, may, in fact, more easily lend themselves to being morally policed. Using data extracts from a 'turning fifty' corpus (Nikander 2001), this paper identifies a combination of defensive design that speakers use to produce morally insulated accounts and descriptions of age. The communicative detail that mark an orientation to moral concerns in the data are 1) Self-initiated qualifications of accounts, 2) Appeals to feelings and the inner reality of the speaker and 3) Practices of monitoring the 'scenic features' of accounts (Watson and Weinberg 1982). The main focus in this paper is on the *discursive insulation work* achieved through the selection of categorisation and description practices. I will focus on how specific elements make visible and analysable the instances of moral insulation as well as the category-specific expectations of right and wrong, proper and improper behaviour at play in interaction.

**PAOLETTI, Isabella**

### **The Complexity of the Caring Relationship and the Gendered Moral Order**

This paper aims to describe the intricacy of moral, relational, gender, financial and housing issues that are connected with caring for older disabled relatives, exploring the discursive construction of caring. This project is part of a larger research, 'The role of women in the family care of disabled elderly', conducted by INRCA, Ancona, Italy. The data, analysed in this study, consist of audio-recorded interviews with family care-givers. The interactional data were transcribed and then analysed through a detailed conversation analysis within an ethnomethodological

framework. The paper describes how the caring tasks are constructed in the course of the interview as a women's duty, inscribed in a gendered moral order. The interview data are treated as 'moral tales', that is ways for members to display their moral responsibility and a morally adequate image of being a care-giver. Caring tasks often pose great strain and pressure on care-givers and their families. Caring duties are bound to kin and gender membership, but also financial and housing issues are frequently implicated. Serious family conflicts are often generated in relation to caring commitments. Understanding the complex nature of the caring relationship can help to design really effective support services for family care-givers.

**PERRY, Jenny**

### **The Social Organisation of Computer Supported Collaborative Work in the Primary School Classroom: The 'Crafting of Virtual Space' as a 'Mixed Reality Environment'**

This paper will discuss the collaborative educational practices of primary school classroom computer lessons that use educational software and information resources on the Internet, and how they are socially organised through the roles that children adopt and negotiate amongst themselves as task competence and task accomplishment strategies. How this is organised may be contingent on 'the crafting of virtual space' in 'virtual learning environments', that is the bringing together of virtual and physical realities as a 'mixed reality environment' through the usage of physical artefacts within the virtual environment. This will be discussed from an ethnomethodological approach in relation to the sequential conversation and membership categorical analytic work of the late Harvey Sacks.

**PETRAKI, Eleni and Carolyn Baker**

### **Constructing Moral Versions of Motherhood and Daughterhood**

This paper takes a situated approach to the analysis of narrative and identity as observed in interviews with daughters and mothers. The data originate from interviews, held simultaneously with two or three generations of women from the same family, which encouraged storytelling about the meaning and the experiences of the women as daughters. The narratives, then, were told in the presence of the people who are also characters in the narratives. This generated sequences where the detail or the import of the narratives was negotiated. Clearly the identities of the women, as storytellers and as characters in each other's narratives, were deeply implicated in the course of the interviews. Membership categorisation analysis provides a way of tracing how the identities of the participants are built up and negotiated through the interview talk. Through the notion of standardised Relational pair (SRP), we will observe how the identities of mother and daughter are linked.

First, we gain insight into the versions of motherhood (Cuff, 1980), displayed through the daughters' accounts about their mothers and, at the same time we gain an understanding of the different versions of daughterhood that the daughters orient to in their stories. The interviews contain many forms of accounting and are therefore a powerful means of accessing the moral dimensions of social behaviour, settings and action' (Baker, 1997; Baker & Keogh, 1995; Silverman, 1987).

**PHILBURN, Rob**

### The Achievement of Moral Equilibrium in Casual Conversation: A Case Study of Two Cultures

Scholars across a range of cultures have attempted to account for cultural differences in conversational style. Some cultures have been shown to favour harmonious interaction, with the avoidance of conflict a priority, whilst others have been shown to favour open combative interaction, with minimal mitigation of potentially 'face-threatening' acts. Two such cultures are the English and the Germans. Drawing on an extensive corpus of naturally occurring conversation, the paper will show how British English speakers and German speakers in their own conversational settings operate differently between poles of 'lip-service' (heightened agreement) and 'point-scoring' (heightened disagreement). It is suggested that such conversation is normatively played out within a second order framework of 'moral equilibrium', which sets moral thresholds on the symbolic expression of worth that may be safely conveyed by any participant in the talk. Thus, although the two respective styles can be seen to be 'skewed' differently, both operate similarly on moral grounds. A new heuristic model of conversation is employed which attempts to combine the ritualistic framework developed by Goffman (1967), with the notions of positive and negative face posited by Brown and Levinson (1987).

**PLUMRIDGE, Libby**

### Moral Work in the Reinvention of 'Self'

This paper examines changes over three time points, in the talk of a woman who provides sex for money. The data is taken from a three year study of the New Zealand sex industry, in one phase of which a cohort of women were studied over time. This woman was one who exited sex work/prostitution, in this case after 15 years of providing sex for money and other resources. At each time point considerable moral work is done in her talk. At time one, she depicts herself within a 'hunter-gatherer' moral order where the resources of the urban world are there to be hunted (through crime) or gathered (through discovering and tending to 'sugar-daddies, i.e. prostitution). Both activities are spoken of without any attempt at moral justification or excuse, but rather asserted as morally unproblematic sources of satisfaction and resources. At time two, these moral assumptions are under challenge from her partner whose

alternative moral order is acknowledged as 'right'. This forces her to deploy strategies to reconcile the contradiction. At time three these attempts at reconciliation are replaced by a tale of transgression and redemption into a new self and moral order.

**RAPLEY, Mark**

### **Border Security: Or Some Techniques for Keeping 'Disorderly' Members in their Place**

I examine a corpus of interactions between direct care staff and people described as 'intellectually disabled', recorded in the course of staff members' conduct of their routine duties in people's homes. The analysis draws together observations of a range of the devices identified elsewhere in studies of 'institutional' talk, to identify staff practices which serve to establish and to police the boundaries of the locally operative moral order. That is, the paper describes the manner in which devices such as high grade assessments (Antaki, Houtkoop-Steenstra & Rapley, 2000), 'passes' (Schenkein, 1978; Antaki & Rapley, 1996) and a range of other regularly observed 'institutional' practices serve to constitute and to cement participants' membership in the respective categories of 'competent' and 'incompetent' actor. Some observations on the resistance of candidate 'disorderly' members to this moral project, in particular their exquisite employment of irony, arise from the data.

**RAPLEY, Mark and Alec McHoul**

### **Self-glorification and its Others: The Discursive-moral Management of Sports Management**

The question of the relation(s) between sport and everyday life is a fraught one — ranging from traditional claims that sport is a form of escape from everyday life, to the view that sport is a deep part of the ontological conditions of being human. In this analysis, we offer an alternative position based on the inspection of actual everyday discursive materials concerning sport and its management. While 'high theory' might consider the sports and letters pages of newspapers as trivial texts and, therefore, beneath the scope of serious intellectual reflection, we try to show how the very ordinariness of these materials can furnish a way into the 'sports-life' controversy via their reciprocal involvement in the practical management of moral character.

**RENDLE-SHORT, Johanna**

### How *Should* Questions be Answered?: A Conversation-analytic Approach to the Management of Preference by an Eight-year-old Girl with Asperger's Syndrome

Children with Asperger's Syndrome (AS) experience difficulty in social interaction due to difficulties they have in managing the flow of a conversation. One issue they need to manage is how to deal with issues of preference, in other words, how to manage the interaction in cases where their response is a dispreferred. Previous analyses of talk-in-interaction have addressed the issue of dispreferreds and how they are interactionally managed within conversation (Pomerantz 1984, Sacks 1987). This paper will address the issue of how a child with AS manages preference by providing a detailed analysis of a telephone conversation between an 8 year-old girl with AS and her friend. It will, using Conversation Analysis, show how the child experiences difficulty in answering a question in the case where she feels unable to provide an adequate explanation of a state of affairs. This will be contrasted with the way in which her non-AS friend is able to successfully manage a dispreferred response to a request. The analysis will raise the issue of the problematic nature of indicating dispreferreds within interaction and the importance of providing pragmatically impaired children with adequate models of talk-in-interaction in order to assist them in overcoming interactional difficulties.

**SMITH, Calvin**

### Formulation and Moral Order in Mediations.

Mediation is a widely used process of dispute resolution in which putatively neutral third parties mediate the exploration and resolution of conflicts between people. In this paper I will elaborate a variety of uses of formulations in mediation settings. I will focus my discussion on three senses of 'moral order': (1) the role of formulation in the description of the moral character of persons and events that are the subject of disputes; and, (2) the role of formulation in the maintenance of the moral order of the mediations themselves. As well, the formulation work that third parties do, as mediators, in two quite different mediation settings will be the basis of a comparison of the ways in which the moral orders *outside* of those settings ('big context') influences what happens in each type of setting, whilst each setting simultaneously brings into being a microcosm of the external moral world.

**TILBURY, Farida**

### Talking Incontinence: Bodies, Boundaries and the Moral Order

The Commonwealth Department of Health and Aged Care has recently set aside over \$5 million to reduce rates of incontinence in Australia's population. This paper, based on interviews undertaken as part of research

funded under the National Continence Management Strategy, explores the moral dimension of incontinence as expressed in the discourse of sufferers. Beginning with various definitions of incontinence, all deriving from degrees of loss of control, the significance of bodily containment and regulation is discussed. Control is related to notions of maturity and morality, feeding into the question of agency generally, and the construction of membership in the category 'competent human adult'. Sufferers articulate their experience of incontinence in terms of their own failure along the parameters of a number of moral imperatives. Mary Douglas' insights into the symbolic construction of everyday life – specifically in relation to the constitution of dirt as 'matter out of place', are used to demonstrate the ways in which dirt, and excrement as a category of dirt, has a moral dimension arising out of rules of classification. Transgression of the rules is read as a violation needing to be brought under control. Such binary classifications include categories of illness/health, adult/child, inside/outside, clean/dirty, mature/immature. Foucault and Turner are used to explore the connection between morality and bodily regulation. Finally, the relationship between social structures and control is applied to incontinence generally, with the question being asked as to why issues of bodily control and surveillance are a current focus for the government.

**TORODE, Brian**  
**Between Good and Evil**

Nietzsche philosophically proposed issues of human commitment which were extrapolations 'beyond' the supposed moral absolutes of 'good' and 'evil'; but ethnomethodological calls attention to the groundedness of morality within the ongoing practicalities of everyday life itself. In ordinary life, interpellations 'between' ideal moral categories are an unavoidable and routine concern. They involve collaborative computation which is often explicitly numerical, or else expresses an implicit quantification, as in for example the use of the word 'fair'. Conversely, collaborative numerical calculation unavoidable involves moral evaluations, i.e. degrees of 'goodness' and 'badness'. These features will be explored by examination of overt and covert quantification of issues in complaint calls to a consumer helpline, and other sources.

**VALLIS, Rhyl**  
**Sense and Sensibility in Internet Relay Chat**

This paper analyses a morally laden episode of chat room talk in which an accusation about the abuse of power is both made and defended against. Typed conversation in an online chat room was saved as a file, line numbering added by the analyst, and then printed out for analysis. The techniques of Conversation Analysis and membership categorisation analysis were used in order to investigate how members organised their

talk and activities in accountable ways. In particular, this analysis reveals the way in which a particular membership categorisation device, that of 'chat room ownership', was used by members in order to allocate and re-allocate blame for certain actions. This device was also seen to be used by members in order to morally evaluate one another's actions by invoking certain category-bound obligations that could be made relevant by reference to the 'chat room ownership' device collection.

**VINKHUYZEN, Erik; Geoff Raymond, James Glasnapp, Bob Moore, Peggy Szymanski, Terkel Skaarup and Marilyn Whalen,  
The Morality of Transactions**

It is a basic premise of conversation analysis that talk is governed by a normative-and thus moral-order; an order people are oriented to. Interactants' orientation to this normative order is made evident by their talk; by what they say, when they say it, and how they construct their utterances. Economic transactions are equally governed by a normative order; they are precipitated on the idea of a fair exchange of money for services rendered; companies do not overcharge for their services and that customers take goods without paying. Many economic transactions are done as part of interactions between representatives of companies and their customers. In these interactions, the moral order of talk becomes entwined with the moral order of the economy. In this paper we examine cases in which the morality of the economy is invoked in service encounters in a copy shop? In particular, we will present cases in which the cost of goods and services becomes an explicit issue in the encounter. Whenever this occurs, we can see how customers and service personnel hint at the morality of the economy: the pricing of goods and services with respect to their value, and the fulfilment of payment obligations when the products are presented. We will show how both customers and business representatives invoke in interaction each other's respective responsibilities in the transaction, and how they do so to pursue their own goals. To demonstrate the entwinement of the morality of talk and the morality of the economy, will sketch some of the ways in which the sequential organisation of talk-in-interaction can shape consumers assessment of price, among other factors.

**WAREING, David**

**'...Because it's too Busy Shovelling It In': The Moral Order of Supported Care'**

This paper is a work in progress that examines a forty-four second transcript, of a seventy nine-minute session, between a member of an Australian disability service behavioural intervention team and six day-support workers. The purpose of the session was to review the current behavioural management strategies for Jane, a woman with a severe intellectual and communication impairment. Using Membership

Categorisation Analysis (Sacks 1974), this paper identifies the activities that are tied to the category, Support Worker; and how the Support Worker uses the actions attributed to Jane as a means of accounting for the Category Bound-Activities (CBAs) of the Support Worker. The cascading attribution of CBAs to the category Support-Worker results in the nullification of the pairing between the categories Support-Worker and Jane, leaving Jane's doing as a CBA of category Support-Worker. The procedural knowledge found within this forty-four second transcription makes 'hearable' and 'seeable' the moral order of supported-care.