

MY FIRST CONTACT WITH CANBERRA COMMUNITY LAW



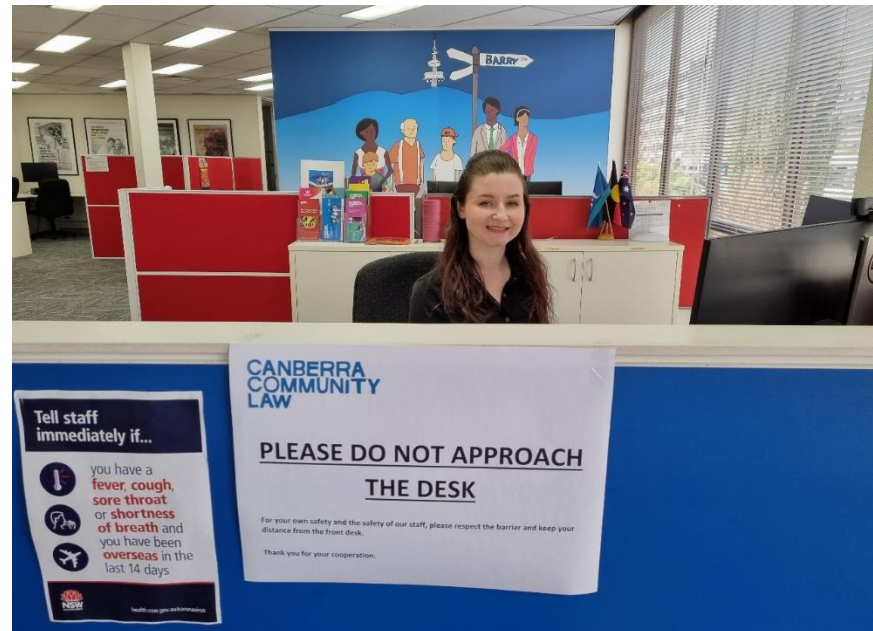
Receptionist at Canberra Community Law

INTAKE

I will speak to the receptionist when I call Canberra Community Law (CCL).

I will be asked about my legal problem. CCL calls this **intake**.

This call will take about 20 minutes.



I will be asked 'How can Canberra Community Law help you today?'

I might hear them typing while I speak.



The receptionist will ask me questions. This is to make sure CCL can help me.

1. Questions about the problem

CCL will ask me questions about the problem I want help with.

If they cannot help they will let me know who might be able to help.

2. Questions about myself

If CCL can help, they will ask me for my contact details.

They will also ask about my background, for example if I have a disability.

3. Appointment booking

CCL will tell me that a lawyer will call me back as soon as possible, OR
make an appointment for me to talk with a lawyer



First the receptionist will ask me for information about the problem.

I can tell them about the problem. I can try to think about the most important parts of the problem. This may include

- What has happened and who was involved
- If I have received any important documents, for example a fine, a notice saying I have to go to court, or a letter saying I need to leave my home

The receptionist only needs to know a little bit about the problem to find out if CCL can help, and which of their lawyers can help me.

If there is a better place to help me, they will give me information about it, so I know where to go next.



The receptionist might ask me if I have any letters or documents about the problem.

If I have some, I can tell them what the documents say and when I got them.

It is okay if I don't have them with me. I can send them to CCL later.



centrelink
Rent Certificate

Name
Postal address

Postcode
Your Centrelink Reference Number

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PART A – Your accommodation details

1 What is your residential address (not a PO box)?

Postcode

2 What date did you start living at this address?
/ /

3 Do you (and/or your partner) own a home or have a mortgage?
This includes caravan, cabin, boat, mobile home.
No ☐ **Go to 5**
Yes ☐ **Go to next question**

4 Do you (and/or your partner) own a home but live elsewhere?
No ☐ **Go to next question**
Yes ☐ What is the reason for not living in your home (e.g. travelling, temporary care)?

How long will you be away?

5 Do you (and/or your partner) pay rent or fees for the accommodation listed at Question 1?
No ☐ When did you stop paying?
/ / **Go to 13**
Yes ☐ **Go to next question**

6 Which of the following best describes your accommodation?
Private houses, unit, apartment, flat ☐ **Go to 8**
Caravan, cabin, mobile home ☐ **Go to 8**
Quarry flat ☐ **Go to 8**
Community Housing ☐ **Go to 8**
Defence Housing ☐ **Go to 8**
Public Housing ☐ **Go to 7**
Boarding house, hotel, private hotel ☐ **Go to 9**
Hospital, disability housing ☐ **Go to 9**
Aged care hostel, nursing home, retirement village
Attach documents to verify the details of your entry contribution. ☐ **Go to 13**
Other (e.g. boat, refuge, relocatable home). Give details below **Go to 8**

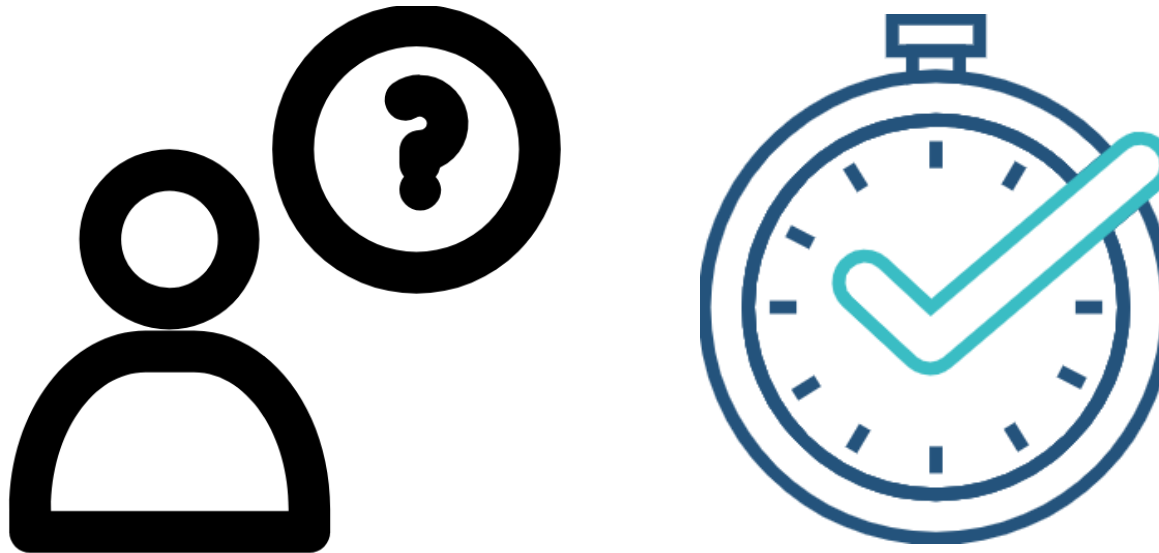
7 Tick boxes that describe your public housing accommodation:
You are the primary tenant (that is, your (and/or your partner's) name is on the tenancy agreement/lease with public housing) ☐
You are not the primary tenant and:
The primary tenant pays market rent ☐
The primary tenant lives with you and your (and/or your partner's) income has been taken into consideration by the public housing authority when calculating the rent ☐



If I feel unsure about a question, I can ask the receptionist to

- Repeat the question
- Give me time to think about it
- Slow down

There is no rush, and I can have more time if I need.



I might feel nervous when I tell them about the problem.

I might also feel overwhelmed when I am talking about it.

They understand and I can take my time.

If I become overwhelmed, I can stop and contact CCL another time.



**CANBERRA
COMMUNITY
LAW**

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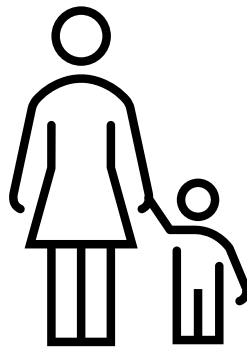
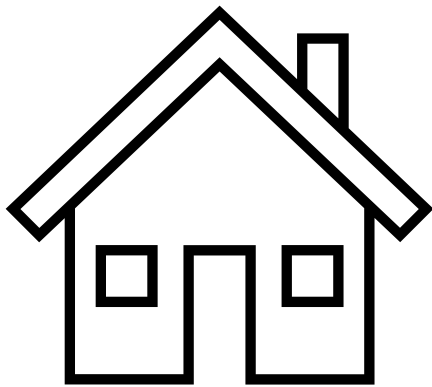
Everything I tell CCL is private.

They won't tell anyone else my story unless I say it's okay.



After I tell the receptionist about the problem, they will ask some questions like

- Where do I live and who do I live with?
- Am I on a Centrelink payment?
- Do I have a disability?



The receptionist will tell me when the questions are finished.

Next, they will either

- Tell me that a lawyer will call me back as soon as possible OR
- Make an appointment for me to talk to a lawyer

I will be asked for my phone number and email address so that CCL can contact me about the problem.

After the phone call, if they have made me an appointment, they will send me an email with the day and time.



I can tell CCL anything they can do to make the meeting more accessible for me. For example, I could ask

- For an interpreter
- To have a morning or afternoon meeting
- For changes to our meeting space, such as moving furniture so a wheelchair can move around safely or having the door open
- To meet on the ground floor
- To have a support person to come with me

CCL knows my access needs can change, so it is okay to tell them what I need at any time.



I can choose to bring a support person to my meeting. This could be a

- Support worker
- Friend or family member
- Disability advocate, for example
 - ACT Disability, Aged and Carer Advocacy Service (ph 6242 5060)
 - Advocacy for Inclusion (ph 6257 4005)

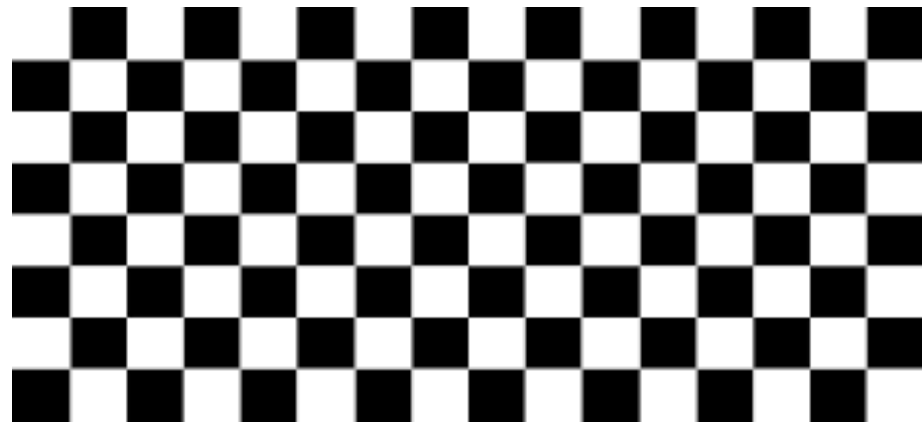
My support person can help if I forget parts of my story, or if I become overwhelmed. If I have a support person there, my lawyer will still ask me the questions. I will still be the one to make decisions about what to do next.



To prepare for my talk with a lawyer, I can start collecting letters or documents I think will help them understand the problem.

Now I will wait to meet with my lawyer.

Finished!



For more social scripts visit <https://www.canberracommunitylaw.org.au/social-scripts> or scan the QR Code below.



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(Accessible entrance via the Environmental Defender's Office)

Website: www.canberracommunitylaw.org.au

Canberra Community Law acknowledges the Traditional Custodians of the land on which we work in the ACT and surrounding region and pay our respect to the Ngunnawal elders past, present and future for they hold the stories, traditions, and the cultures of their people. We are grateful that we share this land and express our sorrow for the costs of this sharing to Australia's First Peoples. We will continue to acknowledge the legacy of our history and strive in our goals to empower our community through social justice. We hope that our efforts will contribute to a realisation of equity, justice and partnership with Traditional Custodians of this land.

We Acknowledge Wiradjuri artist Leanne Pope for use of her artwork 'Fresh life after rain' 2017 for our identifier, marketing and promotional materials.



Supported by



ACT
Government

This is an ACT Government funded initiative. We thank the ACT Office for Disability for their support.

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