

This Social Script Template was created by Canberra Community Law in partnership with Autism Spectrum Australia (Aspect).

Social scripts are person centred narratives used to introduce new events, interactions and what to expect. They use a combination of simple text and images to explain concepts and foreshadow emotions and what to expect.

This Social Script Template can be tailored to your service.

Instructions are highlighted in **green**, and text that needs to be inserted is highlighted in **yellow**. All highlighted text and these instructions should be removed before finalising the social script.

When completing this template, it is a good idea to:

- ☑ Use plain language
- ☑ Use specific language when referring to someone, e.g. 'My lawyer' or 'The receptionist', rather than 'They'
- ☑ Use only one concept per sentence
- ☑ Use bullet points for lists
- ☑ Write in first person, e.g. 'I can ask for help', rather than 'You can ask for help'
- ☑ Use real-life photos to show what a client can expect where possible, otherwise the pre-populated images in this template can be used. Using real-life photos (e.g. a photo of client's lawyer rather than lawyer icon, and photos of your service's office/building) may better prepare a client for what to expect and reduce anxiety.

For further guidance, contact Autism Spectrum Australia at [autismfriendly@autismspectrum.org.au](mailto:autismfriendly@autismspectrum.org.au) or <https://www.autismspectrum.org.au/get-in-touch>.

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

Supported by



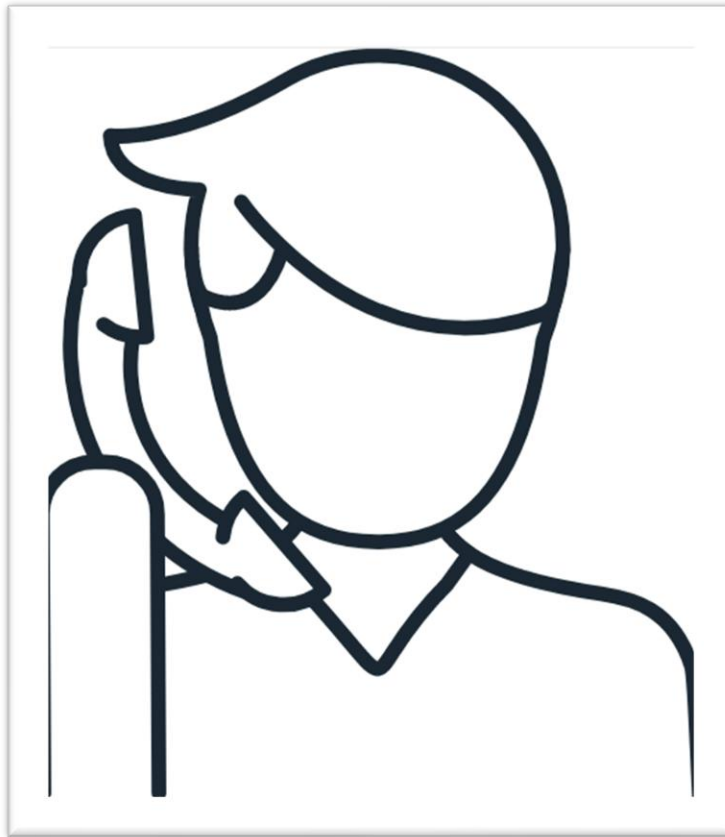
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If tailoring to your service, please attribute as:

*Canberra Community Law originally developed the template for this social script through an ACT Government funded initiative.*

## MY FIRST CONTACT WITH [SERVICE'S NAME]

*[Replace image with photo of service's receptionist on a phone call]*



[Image Description]

## INTAKE

I will speak to the receptionist when I call [Service's Name].

I will be asked about my legal problem. [Service's Name] calls this **intake**.

This call will take about [length of time] minutes.

*[Replace image with photo of service's receptionist at reception or just the reception desk if the receptionist is unlikely to be the same person each day]*



I will be asked 'How can [Service's Name] help you today?'

I might hear them typing while I speak.

*[Replace image with photo of service's receptionist on a phone call]*



The receptionist will ask me questions. This is to make sure [Service's Name] can help me.

### 1. Questions about the problem

[Service's Name] 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 [Service's Name] 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

[Service's Name] 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

*[Replace image of person with photo of service's receptionist on a phone call]*



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 [Service's Name] later.

*[Replace images with real life examples of documents the service may ask for, e.g. letters or photos]*



**controlink**  
**Rent Certificate**

Name   
Postal address   
Postcode   
Your Controlink 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.  
Yes ☐ Go to 6  
No ☐ 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 12  
Yes ☐ Go to next question

6 Which of the following best describes your accommodation?  
Private house, flat, apartment, flat ☐ Go to 8  
Caravan, cabin, mobile home ☐ Go to 8  
Granny flat ☐ Go to 8  
Community housing ☐ Go to 8  
Defence housing ☐ Go to 7  
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 ☐ Go to 9  
Other (e.g. boat, refuge, relocatable home) Give details below  Go to 13  
Attach documents to verify the details of your entry contribution ☐ Go to 13

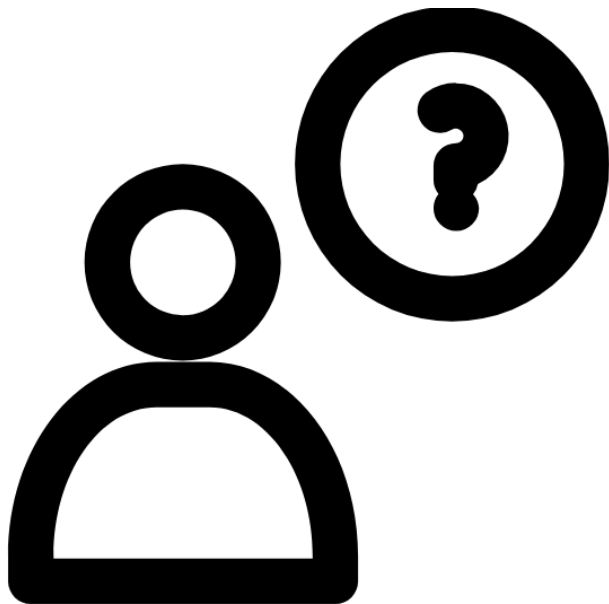
7 Tick boxes that describe your public housing accommodation.  
You are the primary tenant (that is, your landlord for your partner's name is on the tenancy agreement/lease with public housing) ☐ Go to 12  
You are not the primary tenant and:  
The primary tenant pays market rent ☐  
The primary tenant 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.



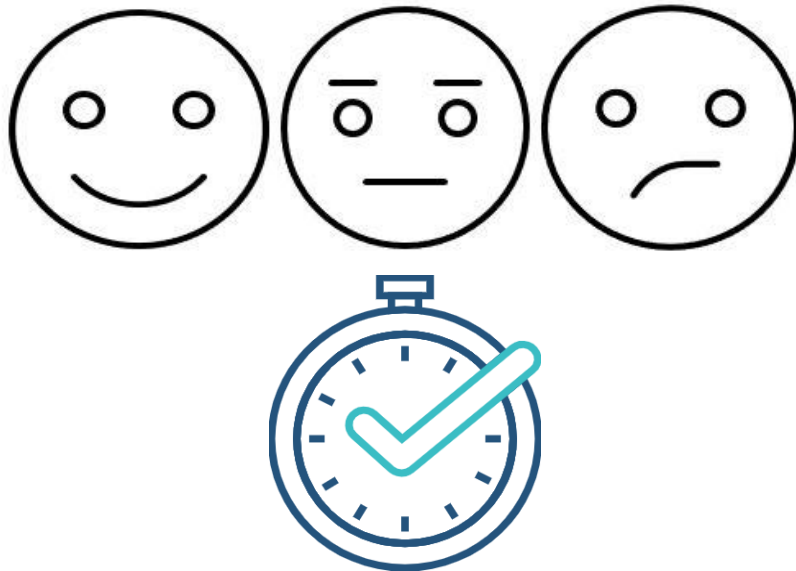


I might feel nervous when I tell them about the problem.

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

They understand and I can take my time.

If I need to take a break, I can stop and contact [Service's Name] another time.



[Service's logo]

Ph: [Service's phone number]

E: [Service's email]

Everything I tell [Service's Name] is private.

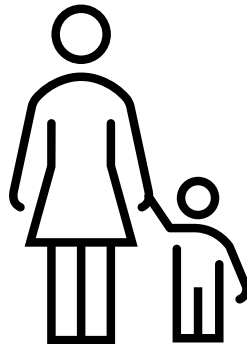
They won't tell anyone else my story unless I say it's okay.



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

*[Adjust list of question and images below as applicable]*

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



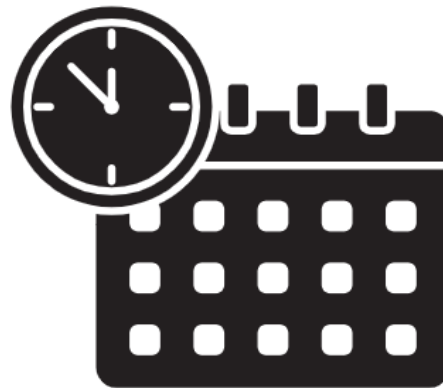
The receptionist will tell me when the questions are finished.

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 [Service's Name] 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 [Service's Name] 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

[Service's Name] 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 *[If outside the ACT, replace below contact details for specialist disability advocacy services in your region]*
  - 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, the 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!**

