

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



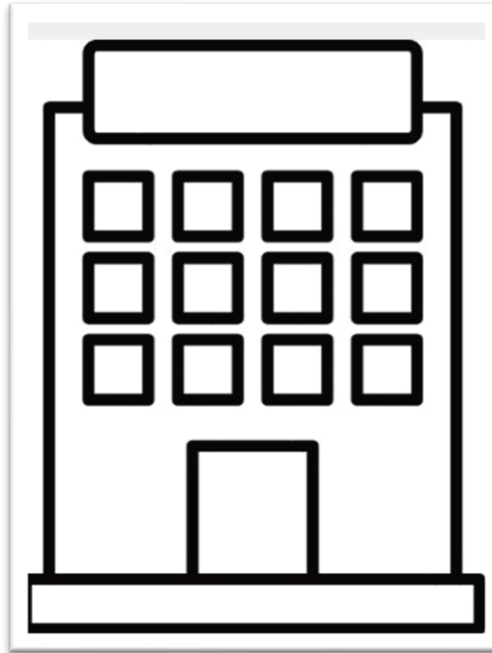
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If tailoring to your service, please attribute as:

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

## VISITING [SERVICE'S NAME]

*[Replace image with photo of front of service's building]*

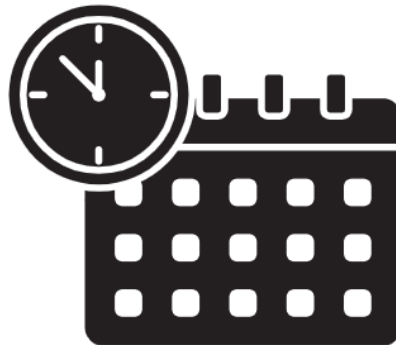


[Image Description]

I can contact [Service's Name] to make a time to speak to a lawyer.

To make an appointment, I can

- Call [Service's Name] on [service's number]
- Send an email to [service's email]
- Visit their office between [opening hours]



I can tell [Service's Name] anything they can do to make things 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
- A friend or family member
- A 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, my lawyer will still ask me the questions. I will still be the one to make decisions about what to do next.



Sometimes people ask what they should wear to a meeting with a lawyer.

Casual clothes are okay!

I can wear what is comfortable for me.



I can email my documents to [Service's Name] at [service's email].

Or drop off any documents or photos to the office before my meeting.

I can also bring documents and photos with me on the day. They can make copies there.



**centralink**  
Rent Certificate

Name   
Postal address   
Postcode   
Your Centralink Reference Number

BUS229-PHS 1207 (Page 1 of 3)

**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 house, unit, 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 8  
Public Housing ☐ Go to 7  
Boarding house, hostel, private hotel ☐ Go to 9  
Hospital, disability housing ☐ Go to 9  
Aged care hostel, nursing home, retirement village ☐ Go to 13  
Other (e.g. boat, refuge, relocatable home). Give details below  Go to 8

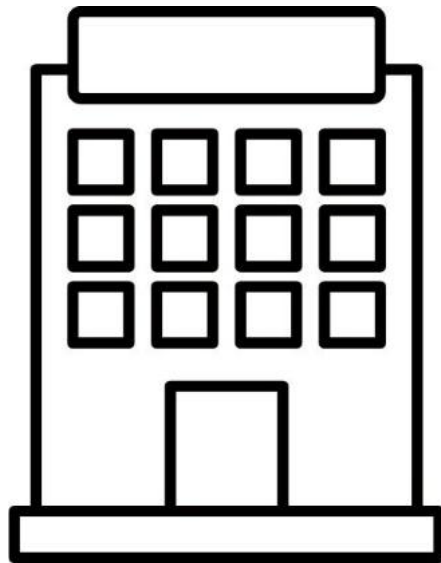
7 Tick boxes that describe your public housing accommodation:  
You are the primary tenant (that is, your (and/or your partner's) name is on the tenancy agreement/lease with public housing) ☐ Go to 13  
You are not the primary tenant and:  
The primary tenant pays market rent ☐  
The primary tenant lives with you and your (and/or your partner's) income has been taken into consideration by the public housing authority when calculating the rent ☐



[Service's Name] is at [address].

The entrance to [Service's Name] is [description of location e.g. on the right hand side of the building next to the blue mailboxes.].

*[Include image of the front of the building with an arrow pointing to the front door, and map showing location]*





If I am coming by car, there is parking

- On [Street Name]
- On [Street Name]
- On [Street Name]

There is a map of available parking on the next page.

**Car parks on [Street Name]**

**Accessible parks on [Street Name]**

*[Replace images with photos of car parks]*



The map shows accessible parking spaces (**blue**) and paid parking spaces (**orange**).

*[Include map of local area and highlight accessible parking in blue and paid parking in orange]*



I might need to pay a parking fee to park my car.

*[Delete this sentence if not applicable]* [Instructions on how to pay for parking if needed, eg 'There are parking meters on 'X street']

*[Replace image with photo of parking meter near service and app details as appropriate]*



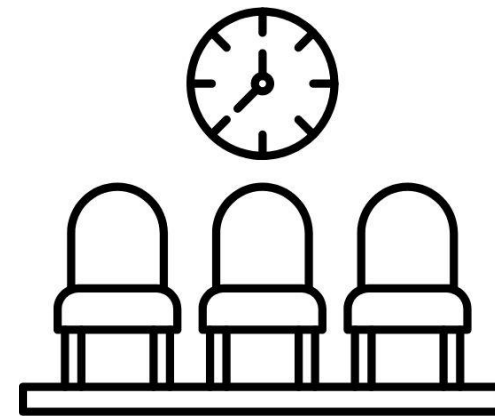
*[Delete this sentence if not applicable]* It can be hard to find a parking space near **[Service's Name]**.

If I come by car, I need to add extra time to my trip.

The extra time will help me to find a parking space, pay and put the ticket in my window if I need to.

If I am early, I can wait at **[Service's Name]** if I want to.

*[Replace image of chairs and clock with photo of service's waiting area]*



*[Duplicate this page to include information on other public transport options]*

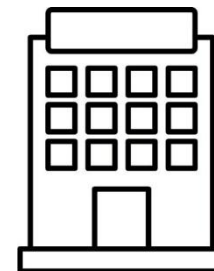
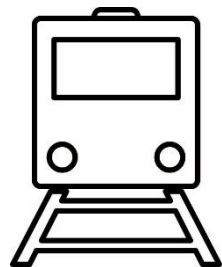
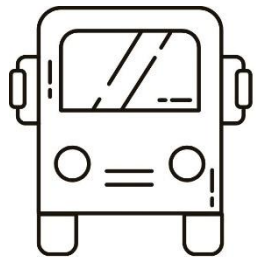
[Stop Name] is the nearest [mode of transport] stop.

I can ask the driver to tell me when I have arrived at the stop if I am unsure.

I should walk towards [landmark] once I arrive at the stop.

It takes about [length of time] minutes to walk from the stop to [Service's Name].

*[For each transport, option, replace images below with real images of the stop, an image of the landmark they should walk towards to get to service, and a map of walk from nearest stop to service. Delete images that are not applicable]*



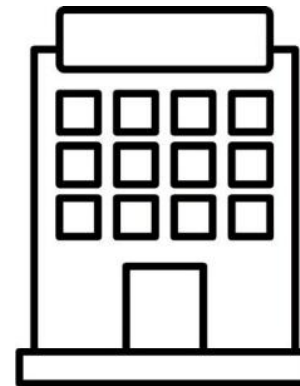
I may choose to be dropped off at [Service's Name] by a

- Friend or family member
- Support service
- Taxi or a ride share service (Uber, Lyft)

The best place to be dropped off is on [Street Name].

*[Include further information on how to get from this place to service, e.g. 'I will need to cross the road at the crossing to get to the building.']*

*[Replace images with labelled photo(s) of street and arrow pointing to service building]*

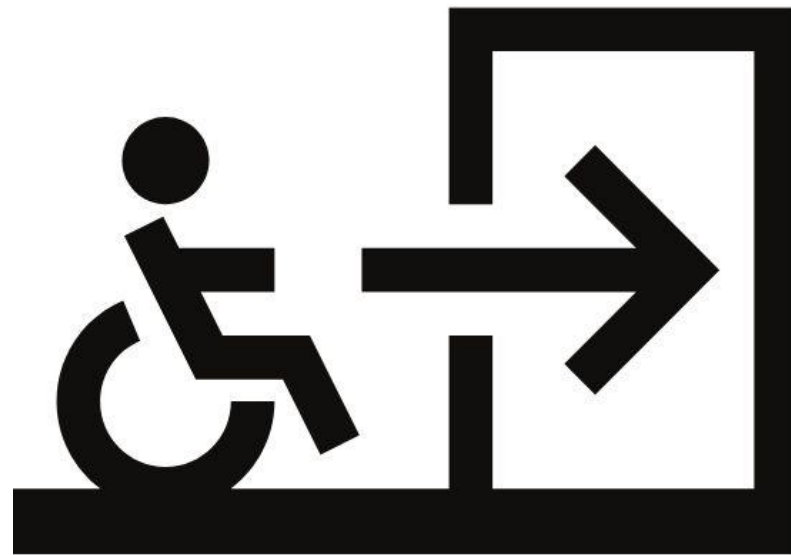
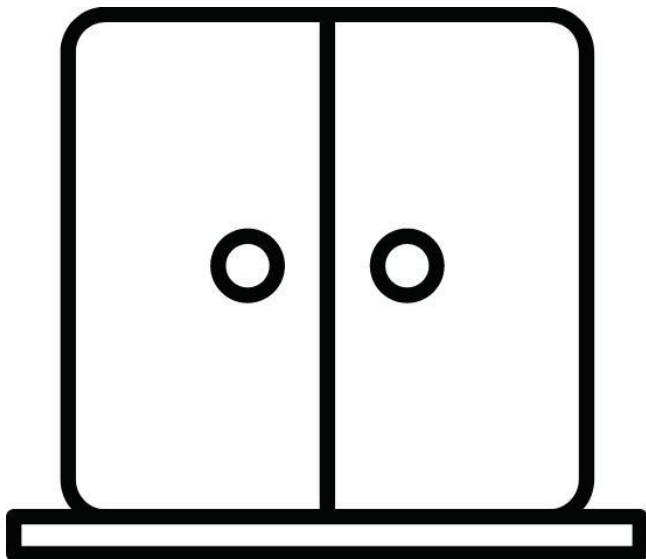


*[Include information on getting to service's entrance, e.g.:*

- I can enter through the door with the [Service's Name] sign.*
- I can walk up the [number of steps] steps to the front door.*
- Or I can follow [Street Name] to find a ramp if I need one.]*

I can call [Service's Name] on [service's phone number] if I need help.

*[Replace images with photos of service's general and accessible entrances]*



*[Delete this page if service is on ground floor]*

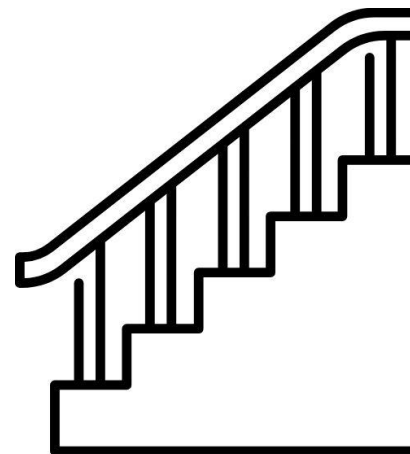
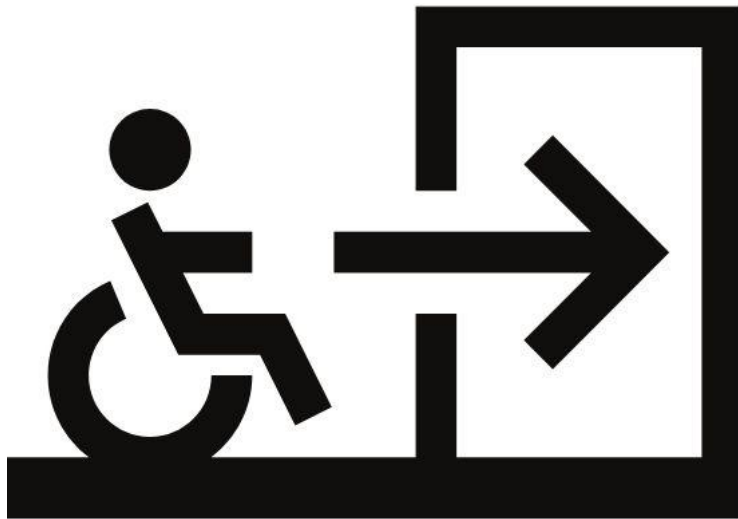
*[Service's Name] is on level [level number].*

*[Include further information on accessing service's entrance, e.g.:*

*- I can take the lift/stairs to [Service's Name].*

*- There is no lift, only stairs. However, there are meeting rooms on the ground floor.]*

*[Replace images with photo of service's lift/stairs]*





*[Delete this page if no option to meet client on ground floor. Amend intercom related text and image and instructions for meeting on ground floor if needed]*

**[Service's Name]** staff can meet me on the ground floor.

If I would like to meet on the ground floor, I will use the intercom to let them know I am here, and they will come down.

*[Replace image with photo of service's intercom]*



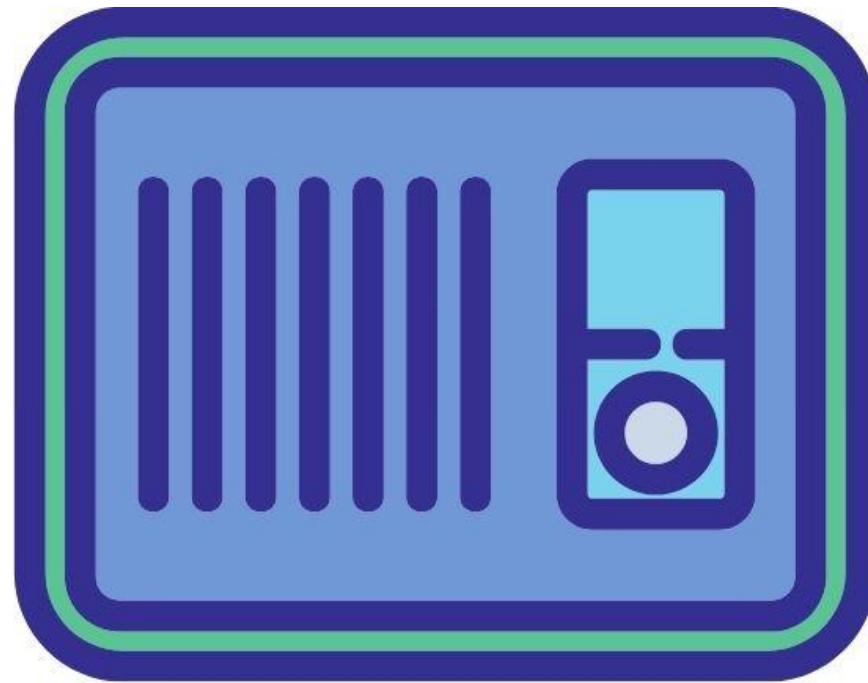
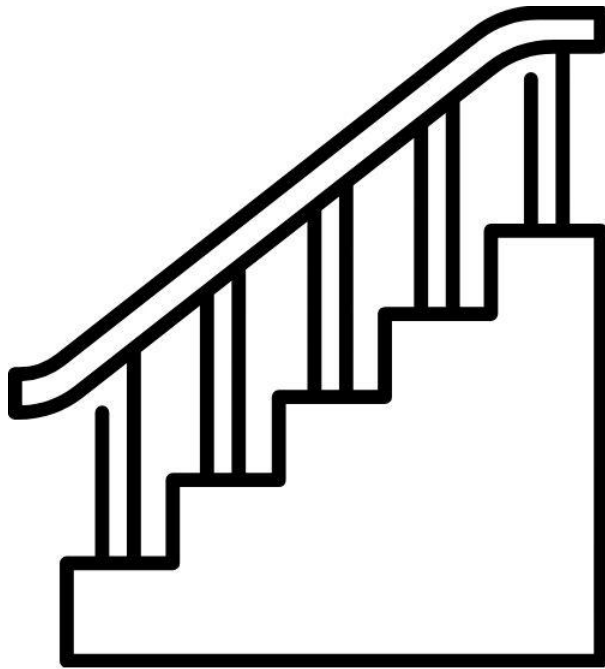
*[Delete if no stairs to service's entrance]*

If stairs are okay, I will go up the [number of steps] steps to the front door.

When I get to the front door, I will press the doorbell.

Someone will come out to meet me.

*[Replace images with photos of service's stairs and doorbell]*



*[Delete this sentence if not applicable]* The receptionist will let me into the waiting area.

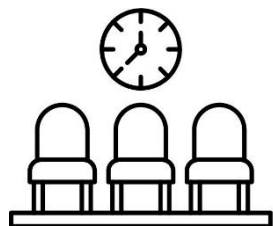
*[Delete next two sentences if not applicable, e.g. if receptionist will open the front door]* I will let reception know when I get there. If the receptionist is not there, I will ring the bell.

The receptionist will ask me for my name and who I am meeting with today.

If I have support person with me, they can help me answer these questions if I would like.

I can bring something with me to help make waiting easier if i want, for example my iPad, a book or another quiet activity I can do while I am waiting.

*[Replace images with photos of service's waiting area, receptionist (or reception desk if receptionist changes, and bell at reception if applicable)]*



[Service's Name] has to take some extra steps while COVID-19 restrictions are still in place.

I may need to wear a mask. I should let [Service's Name] know if I cannot wear a mask before I visit.

The receptionist will ask me some questions about where I have been and if I have any cold or flu symptoms.

They will also ask me to sign in using either the visitor log or the [mobile app] app on my mobile phone. I can ask for help if I need it.

*[If required, replace image with one specific to service's state/territory]*



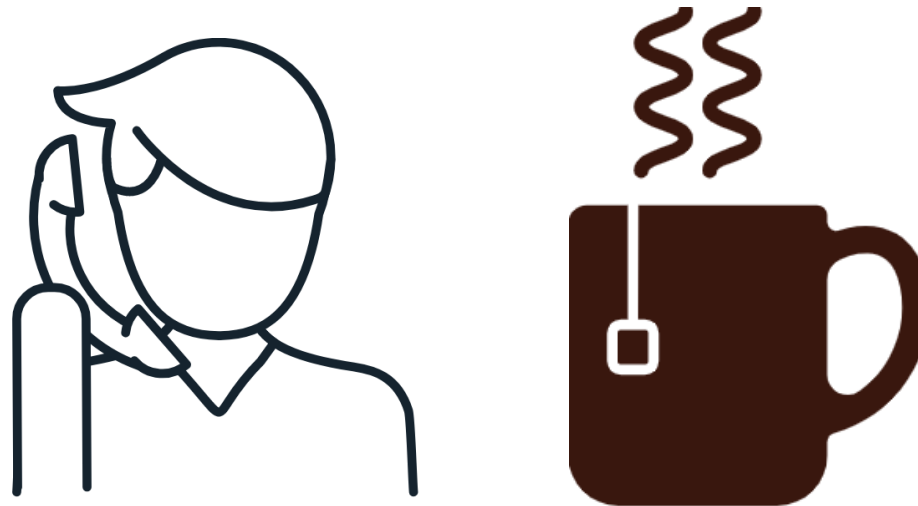
The receptionist will let my lawyer know I have arrived.

*[Delete the next two sentences and the photo of a hot drink if not applicable]*

They will also ask me if I would like *[amend list of drinks available as applicable]* tea, coffee or water.

I can take this drink in with me to my meeting.

*[Replace image on left with service's receptionist]*



My lawyer will come to the waiting area.

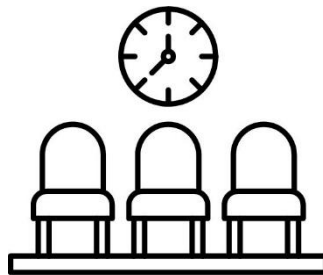
They will ask me to come with them to the meeting room.

My support person can also come if I would like them to. Otherwise they can wait in the waiting area.

The meeting might happen

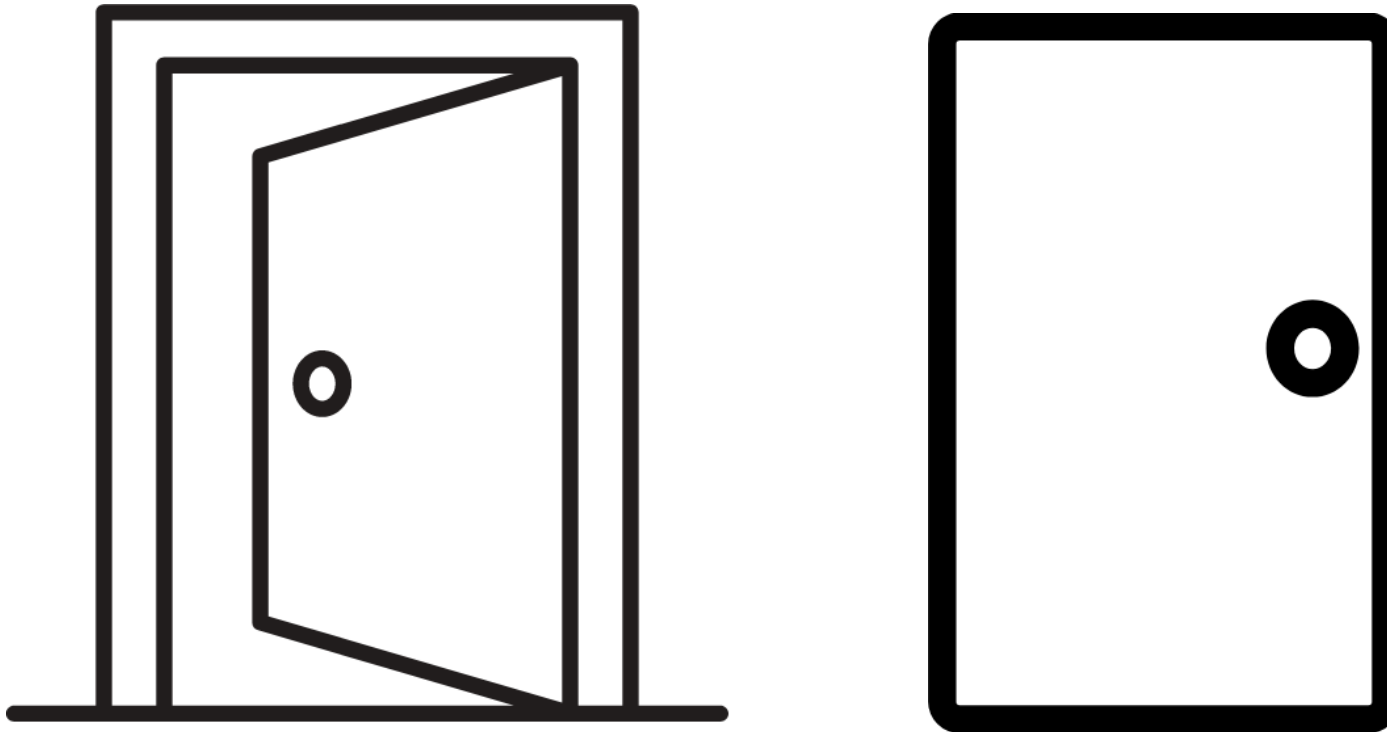
- In my lawyer's office
- In a meeting room
- In another room

*[Replace images of chairs with clock and person at computer with photos of service's waiting room and meeting room(s)]*



*[Delete if not applicable]* All lawyers have their own office.

I can decide whether I would like the door open or closed.



Now I am ready to start my meeting!

Everything I tell [Service's Name] is private. They won't tell anyone else my story unless I say it is okay.

