

## **FIRST MEETING WITH MY DISABILITY DISCRIMINATION LAWYER**



My lawyer

Meetings are usually over the phone.

But my meeting could be

- At Canberra Community Law (CCL)
- By video conference
- At another place, for example, another community service

CCL will tell me where my meeting is.



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

- For an interpreter
- For changes to our meeting space, such as moving furniture so a wheelchair can move around safely or having the door open
- If I would like breaks during the meeting

They know 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
  - 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.

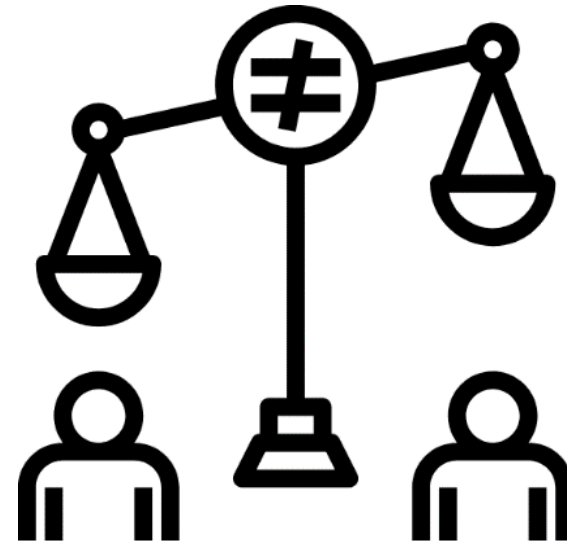


My lawyer will tell me who they are and what they do.

My lawyer is Farzana. She works on disability discrimination law.

Farzana can help if when someone has been treated unfairly because they have a disability or care for someone who does.

**Farzana**



My lawyer will ask me about who I am and what I would like help with.

This might mean repeating some information that I gave at intake.

My lawyer may ask me some questions about the problem. They may be personal.

Everything I tell CCL is private. They won't tell anyone else my story unless I say it is okay.



When I am telling my story, it is helpful to include information on

- What has happened and who did it happen to
- How the person or organisation knew I had a disability
- What they did which I think was unfair because of my disability
- If I have already made a complaint



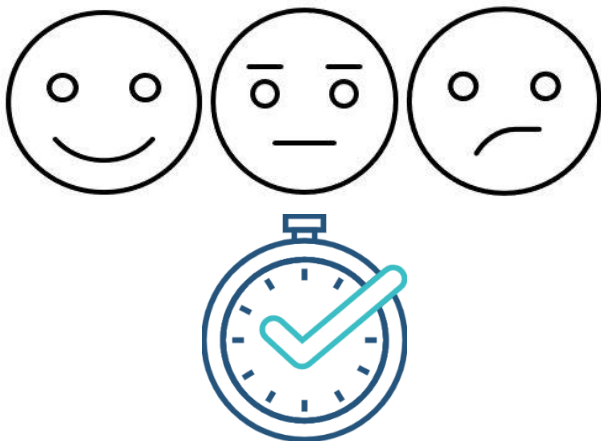
It might be hard to tell my story.

I might have told my story a lot, or this might be the first time.

It's okay if I become overwhelmed.

If I am overwhelmed I can ask

- For more time to answer questions
- For a break
- To stop my meeting and make an appointment for another time



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When I finish my story, my lawyer will tell me what my rights are and what my options are to fix the problem.

This might be things like the organisation

- Saying sorry
- Doing staff training
- Giving me money to say sorry for hurting me

**SAMPLE APOLOGY LETTER**

[ date ]

[ Name and address of receiver ]

Dear Mr/Ms [name]

[Redacted area]

Yours truly,

[write the name of sender]



Next, Farzana will tell me about the laws on making complaints.

I might be able to complain to the ACT Human Rights Commission, the Australian Human Rights Commission, or either Commission.

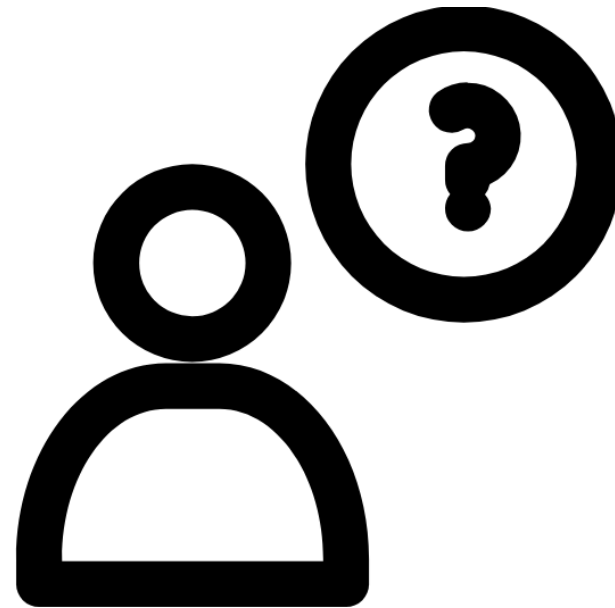
Each Commission has different rules and processes. Farzana will explain these to me.

Farzana will also talk about what kinds of documents or photos it would be good to include with my complaint.



Farzana will think about the law, the rules and my story. Then she will tell me whether she thinks there is a good chance I could win if I made a complaint. She will also tell me the best place to make the complaint.

It's okay if I need extra time to understand and process the information. I can ask questions or take a break at any time.



This first meeting will give some people enough information to know what to do next on their own.

Other people might like CCL to keep helping them. This help could be

- reading the complaint I write and giving me advice
- writing the complaint for me and getting me to check it
- help at a meeting



If I would like CCL to keep helping me, my lawyer will explain the rules and if CCL thinks they can give more help.

Sometimes CCL won't be able to help me more because they are already helping lots of other people.

If this happens, they will try to help me a little bit or see if another service can.



Farzana will then tell me what will happen next.

This could be

- What CCL will do to help with the problem
- What I need to do next
- When I can expect CCL to contact me next
- How I can contact them



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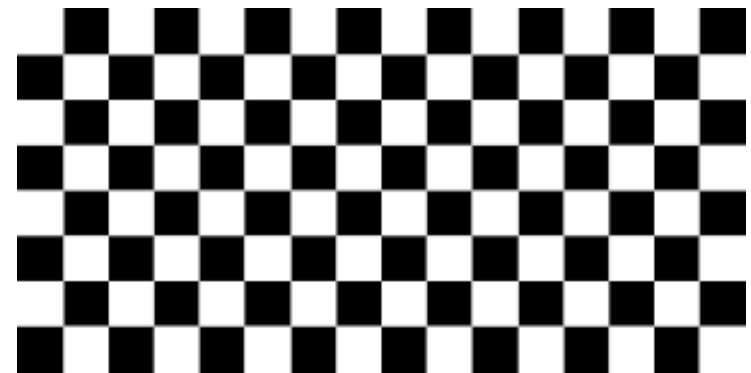
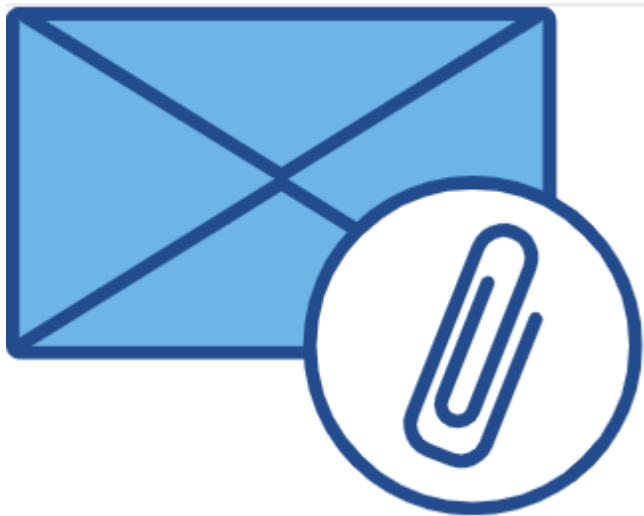
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At the end of the meeting, my lawyer will make sure I have the CCL phone number and email address so I can

- Ask more questions if I need to
- Tell them anything I might have forgotten
- Give documents if I need to

**Finished!**





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



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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.***



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**ACT**  
Government

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