

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 or <https://www.autismspectrum.org.au/get-in-touch>.

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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.

FIRST MEETING WITH MY [SERVICE'S NAME] LAWYER

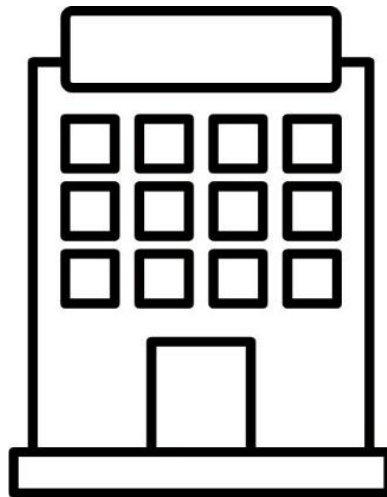
[Replace image with photo of client's lawyer]



My lawyer

My meeting will be [e.g. over the phone, at [Service's Name], via video conference, at another place, for example, another community service.]

[Replace image of building below with photo of service front door or reception desk]



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
- 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 *[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.



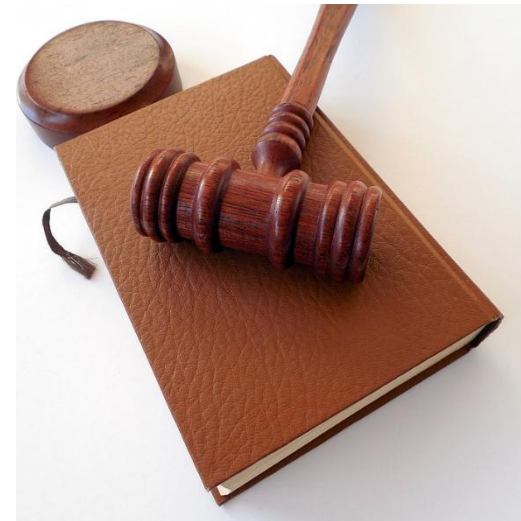
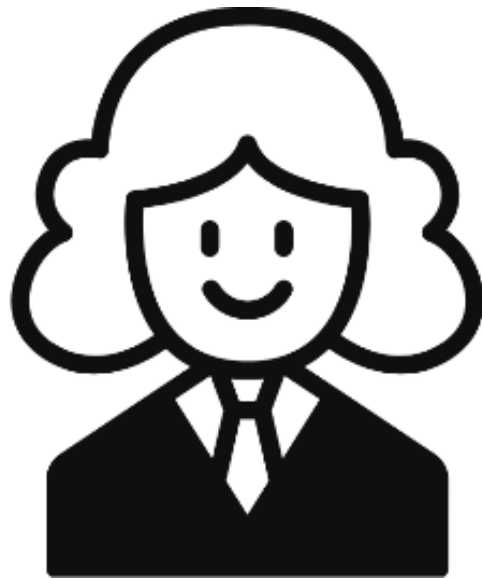
My lawyer will tell me who they are and what they do.

My lawyer is [Lawyer's Name]. They work on [area of law].

[Lawyer's Name] can help with [legal problem].

[Replace image with lawyer's name and their photo]

[LAWYER'S NAME]



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.

I don't have to answer anything I don't want to.

Everything I tell [Service's Name] 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

[Adjust below list as appropriate, depending on the client's legal matter]

- What has happened and who was involved
- Where and when did it happen
- 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
- What outcome I am looking for



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



[Service's logo]

Ph: [Service's phone number]

E: [Service's email]

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

- [example(s) of options to resolve legal problem]

[Replace images to reflect possible outcomes]



Next, [Lawyer's Name] will tell me about [brief information about what lawyer will discuss with the client, e.g. legal issues, next steps, what documents may be required in order to advise fully etc.]

[Replace images to reflect above text]



centralink
Rent Certificate

Name
Postal address

Postcode
Your Centralink 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 caravans, cabins, boat, mobile home.
Yes ☐ Go to 8
No ☐ Go to next question

4 Do you (and/or your partner) own a home but live elsewhere?
Yes ☐ Go to next question
No ☐ 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?
Yes ☐ When did you start paying?
No ☐ 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
Gypsy site ☐ Go to 8
Community housing ☐ Go to 8
Defence housing ☐ Go to 8
Public housing ☐ Go to 7
Shedding house, hostel, private hotel ☐ Go to 8
Hospital, disability housing ☐ Go to 9
Aged care home, 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 and:
The primary tenant must not be ☐
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 allocating the rent ☐

You are not the primary tenant and:
The primary tenant must not be ☐
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 allocating the rent ☐

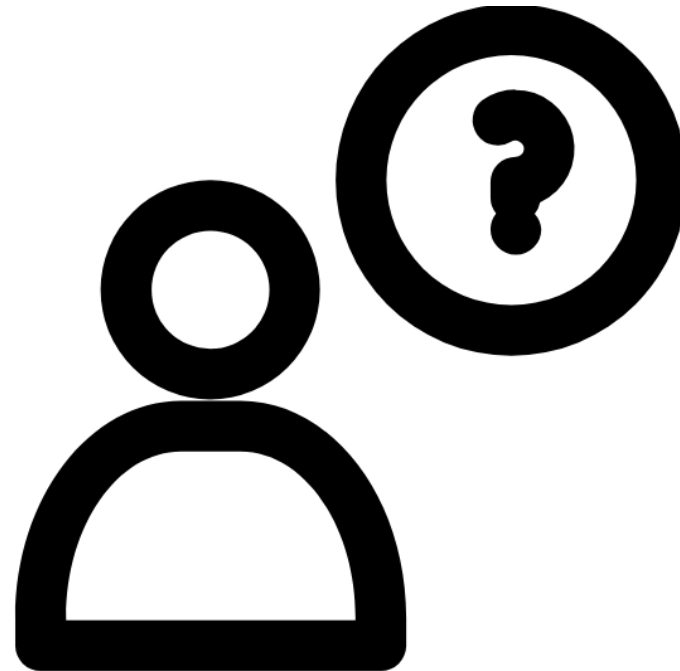


[Lawyer's Name] will think about the law, the rules and my story. Then they will tell me whether they think there is a good chance the problem can be fixed.

They will also [any further brief details around what will be discussed].

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 [Service's Name] to keep helping them. This help could be

[Adjust below list as appropriate, depending on the client's legal matter]

- Giving me more advice after looking into the problem further
- Preparing a document, such as a submission, complaint or letter
- Talking or writing to someone for me
- Help at a court, tribunal, commission, or another meeting



If I would like [Service's Name] to keep helping me, my lawyer will explain the rules and if [Service's Name] thinks they can give more help.

Sometimes [Service's Name] 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.



[Lawyer's Name] will then tell me what will happen next.

This could be

- What [Service's Name] will do to help with the problem
- What I need to do next
- When I can expect [Service's Name] to contact me next
- How I can contact [Service's Name]



[Service's logo]

Ph: [Service's phone number]

E: [Service's email]

At the end of the meeting, my lawyer will make sure I have [Service's Name]'s 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!

