

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



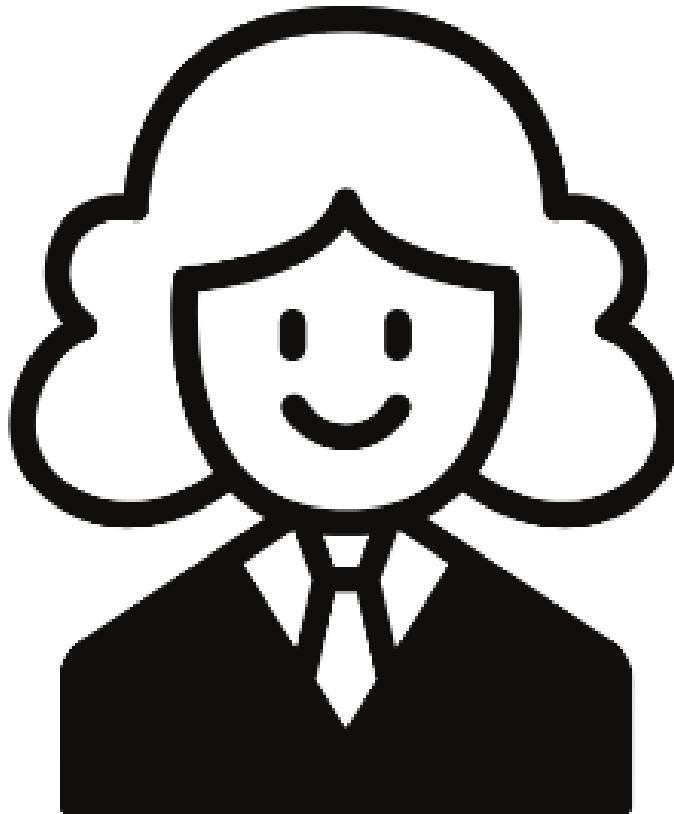
Licensed under a [Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License](https://creativecommons.org/licenses/by-nc-sa/4.0/).

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.*

## NEXT MEETING WITH MY [SERVICE'S NAME] LAWYER

*[Replace image with photo of client's lawyer]*

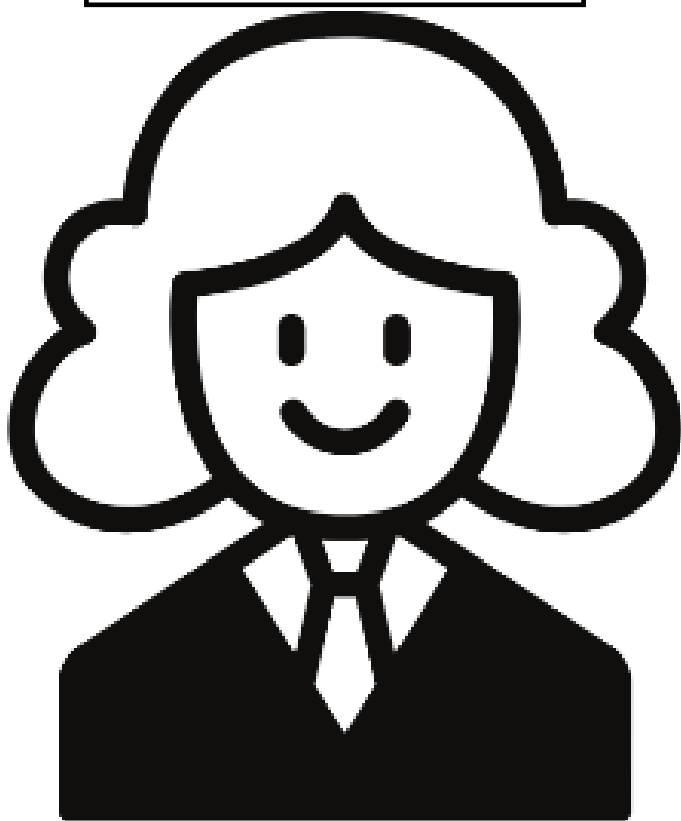


My lawyer

I am [meeting with/speaking to] [Lawyer's Name] on [date] at [time].

*[Replace image on left with photo of client's lawyer]*

[Lawyer's Name]



It's okay if I can't make my appointment.

I can contact [Service's Name] and they will make another one.



[Service's logo]

Ph: [Service's phone number]

E: [Service's email]

***[In person meeting – delete this page if not applicable]***

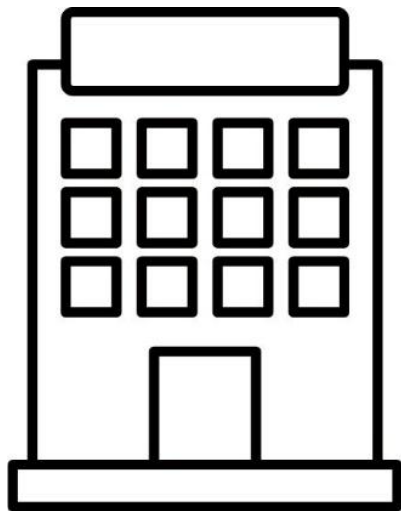
I am meeting at [Location Name].

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

I can have a support person with me if I want to.

***[Replace building image with photo of the front view of location.]***

***[Replace pin drop icon with a map showing location]***



**[Telephone meeting – delete this page if not applicable]**

**[Service's Name]** will call me.

It is a good idea to do this in a quiet place and to have a pen and paper to take notes.

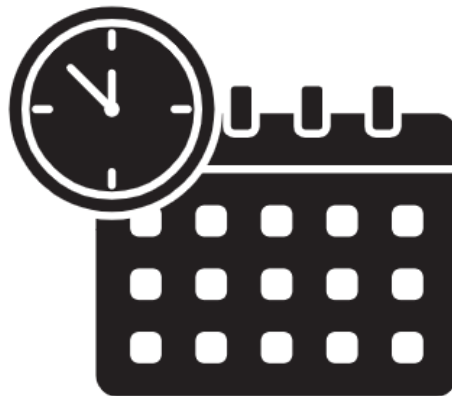
I can have a support person with me if I want to.



**[Video conference meeting – delete this page if not applicable]**

I will receive a calendar appointment with the instructions for joining a video conference.

I can have a support person with me if I want to.



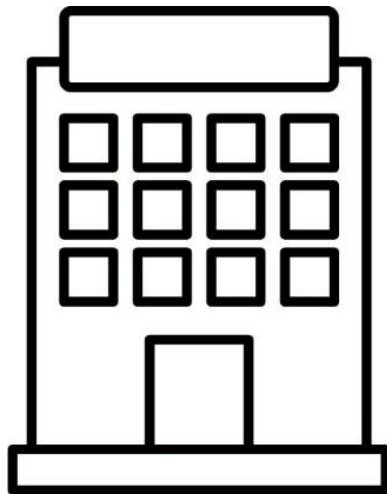
**[Out of office meeting – delete this page if not applicable]**

I am meeting them at [Location name].

The address is [Address].

*[Replace building image with a photo of the front view of location.]*

*[Replace pin drop icon with a map showing location]*





I should have any documents that might help with me.

These might be

- [Example of a relevant document]
- [Example of a relevant document]
- [Example of a relevant document]

I can contact [Service's Name] if I have questions about what documents I need.



[Service's logo]

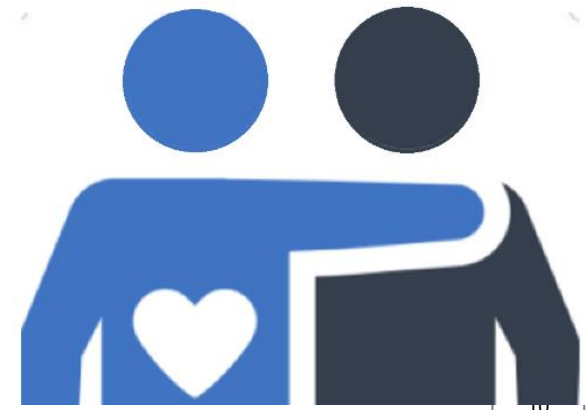
**Ph:** [Service's phone number]

**E:** [Service's email]

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
- 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

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.

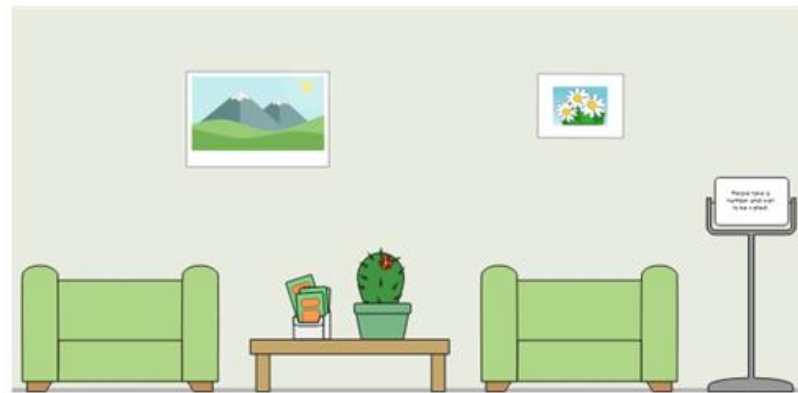
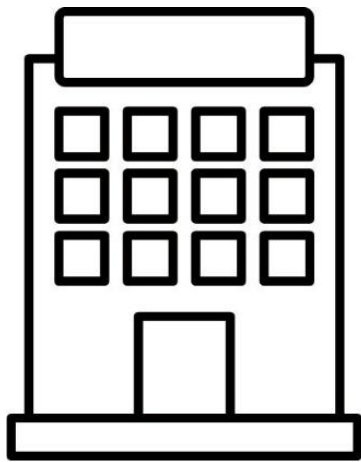


*[Delete pages 12-13 if **not** in person]*

When I arrive at [Service's Name], the receptionist will let me into the waiting area.

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 below with a photo of the front of the service's building and waiting area]*



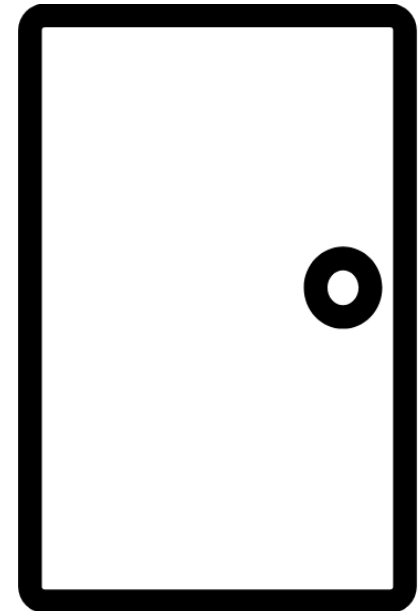
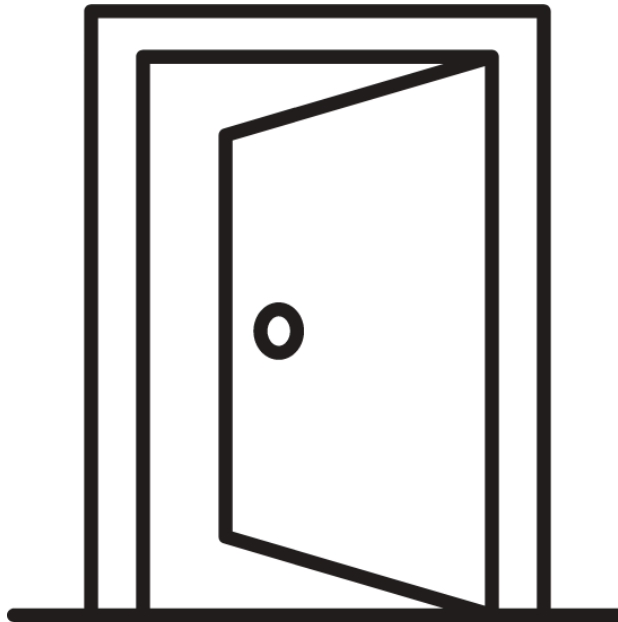
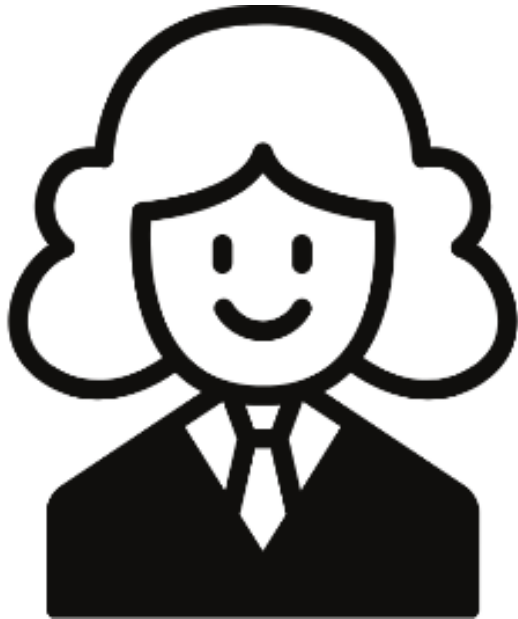
My lawyer will come to the waiting area and ask me to come with them.

They will take me to their office or another meeting room.

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

*[Replace image on left with photo of client's lawyer]*

**[Lawyer's Name]**



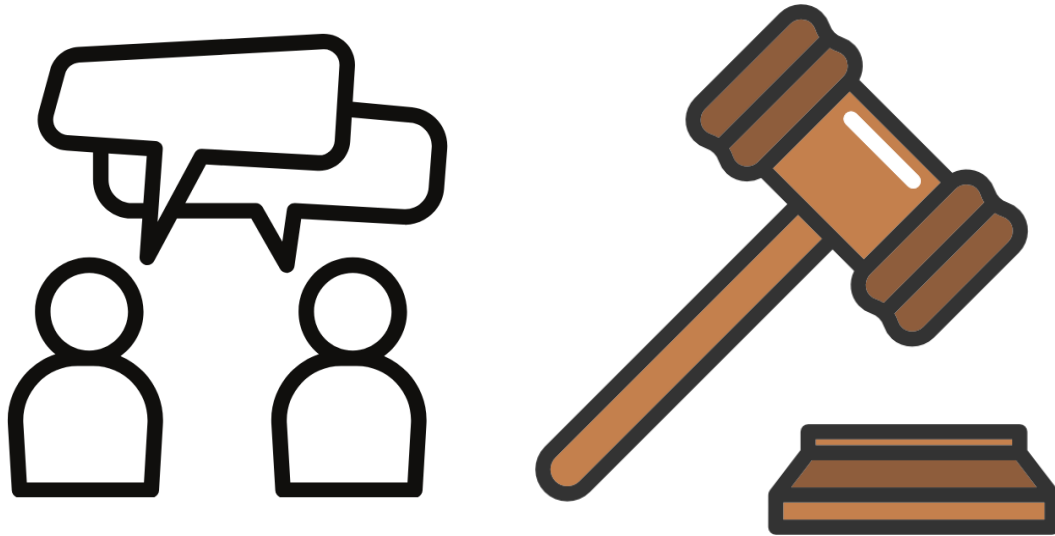
Now I am ready to start my meeting!

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



My lawyer may talk to me about

- What the law says about the problem
- What my rights are
- How [Service's Name] can help
- Where I can go for other help



My lawyer might 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.





My lawyer might ask me to sign a document. This could be a permission form so [Service's Name] can talk about the problem with other people.

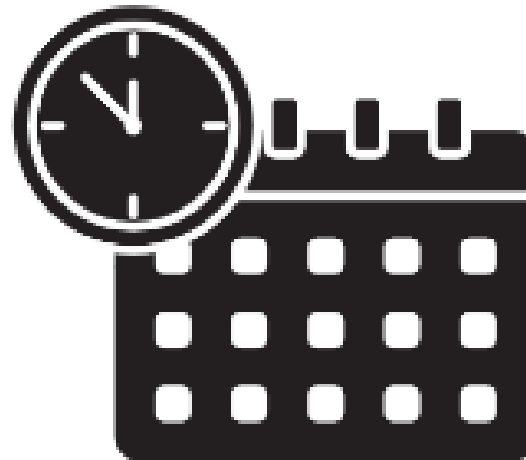
They might ask me to sign a Client Agreement. This says what [Service's Name] agrees to help me with. They will explain all documents to me.



[Service's Name] may tell me what I can do to help with the problem.

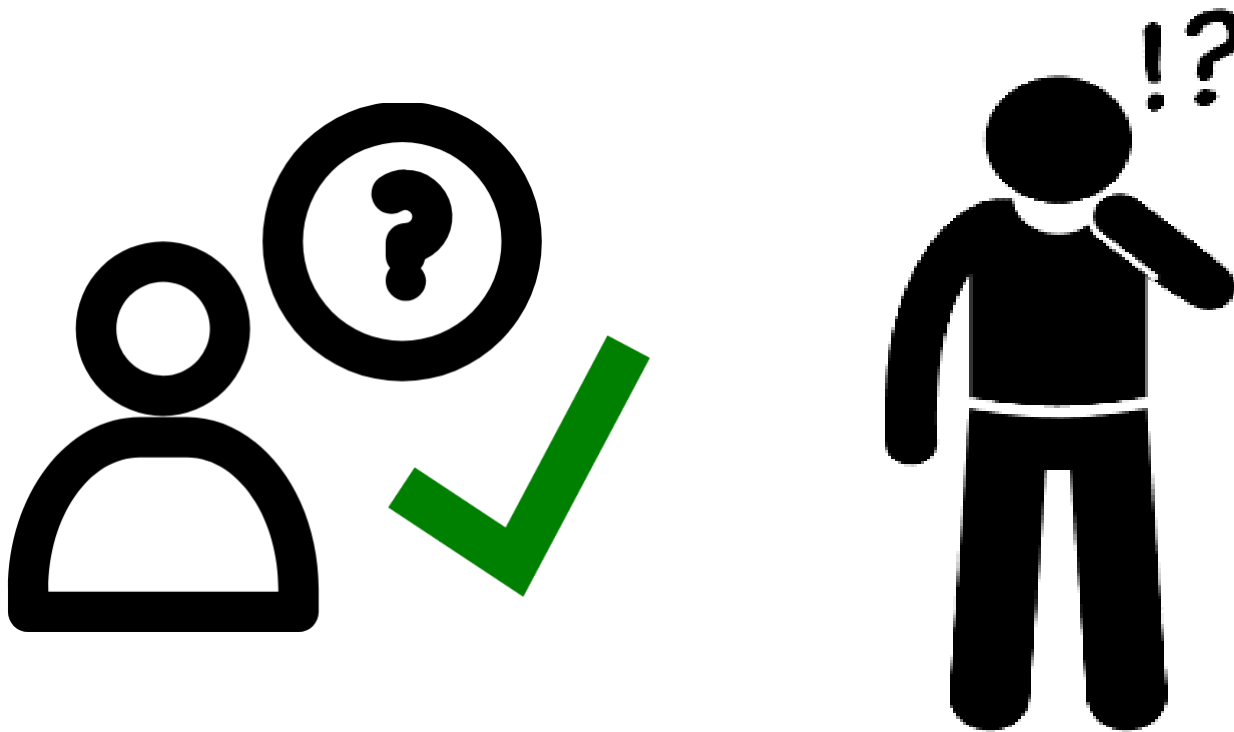
For example, I might need to

- Ask for a letter from someone who is helping me (for example, a doctor)
- Give [Service's Name] important documents
- Tell [Service's Name] how they can best communicate with me. For example, if I prefer text messages or email



I can ask [Service's Name] any questions. They will answer my questions if they can.

But they might need to think about it and give me the answer another day.

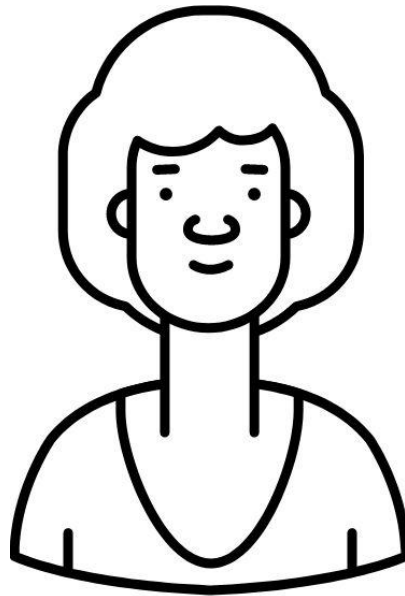


I might get bad news. But it's okay because my lawyer is here to help.

*[Delete this sentence if not applicable]* [Service's Name] also has a [Social Worker/Disability Liaison Officer/Cultural Liaison Officer] who might be able to help me.

*[Replace image below with photo of support worker/ delete if not applicable]*

[Name], [Position]



It's okay if I need extra time to understand and process the information.

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]

My lawyer will tell me if I need another meeting.  
They will also tell me what will happen next.



After my meeting, I might think of

- More questions I want to ask
- More information I want to share

I can contact [Service's Name] and talk to them about this.

[Service's logo]

Ph: [Service's phone number]

E: [Service's email]

**Finished!**

