

FIRST MEETING WITH MY CANBERRA COMMUNITY LAW LAWYER

[Replace image with photo of client's 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 my 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 [Lawyer's Name]. They work on [area of law].

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

[Replace image of person with lawyer's name and their photo. Replace hammer with image to reflect relevant area of law]

[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.

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

[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



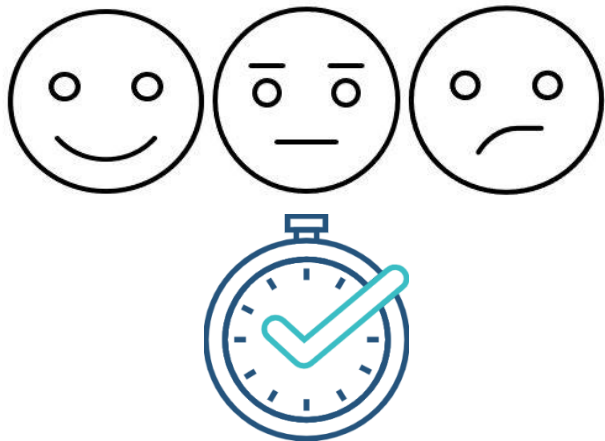
It might be hard to tell my story.

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



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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 [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]



centrelink
Rent Certificate

Name
Postal address
Postcode
Your Centrelink Reference Number

BL2020010101 (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 caravans, cabins, boat, mobile home.
Yes ☐ Go to 5
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. overseas, temporary rental)?

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? Go to 13
No ☐ 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
Stripping shed ☐ Go to 8
Community housing ☐ Go to 8
Public housing ☐ Go to 7
Boarding house, hotel, private hotel ☐ Go to 8
Hospitals, 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, you and/or your partner's name is on the tenancy agreement/lease with public housing) ☐
You are not the primary tenant and:
The primary tenant pays market rent ☐
The primary tenant lives with you and your partner's partner's income has been taken into consideration by the public housing authority when subsidising the rent ☐

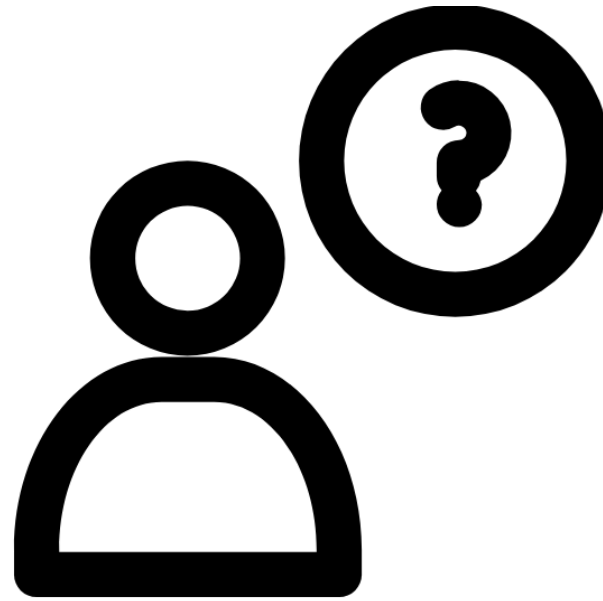


[Lawyer's Name] will think about the law, the rules and my story. Then they will tell me whether they think there is a good chance the problem can be fixed.

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 CCL to keep helping them.

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

This help could be

- 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 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.



[Lawyer's Name] 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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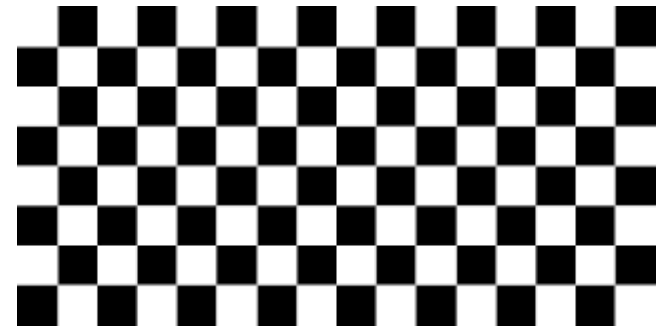
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At the end of the meeting, my lawyer will make sure I have the CCL phone number and email address so I can

- 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.



Supported by



ACT
Government

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