

Hello! I'm your Representative. I am here to help you.

I understand things may seem confusing and frightening right now. I might have to explain complicated law to you and we might have to talk about things you find upsetting.

I know you might not have had a legal representative before, so here are some suggestions.

- Ask Questions. Please don't be afraid to ask as many questions as you like. It helps me to understand how I can explain what I need to. It is really important to me that you understand the decisions I will be asking you to make. If you want me to repeat anything or say it in a different way – that's fine too.
- If you want to take notes that is fine. If you want me to copy anything I use to explain things to you, I will do that for you.
- You might find it helps to write down questions you want to ask me before you come to see me.
- If you need a break during appointments, please tell me – I want you to be comfortable. If there is something else that would make you more comfortable – please tell me, I can't change the weather but I'll do what I can.
- If it makes you feel better to bring someone to appointments that is ok, but sometimes I might need to speak to you on your own.
- If you have a hospital appointment or something else at the same time as an appointment with me, - please tell me, I might be able to rearrange your appointment with me.
- If we are using an interpreter and you cannot understand them – please tell me, or tell someone who can tell me.

I am happy to meet you and looking forward to helping you.

