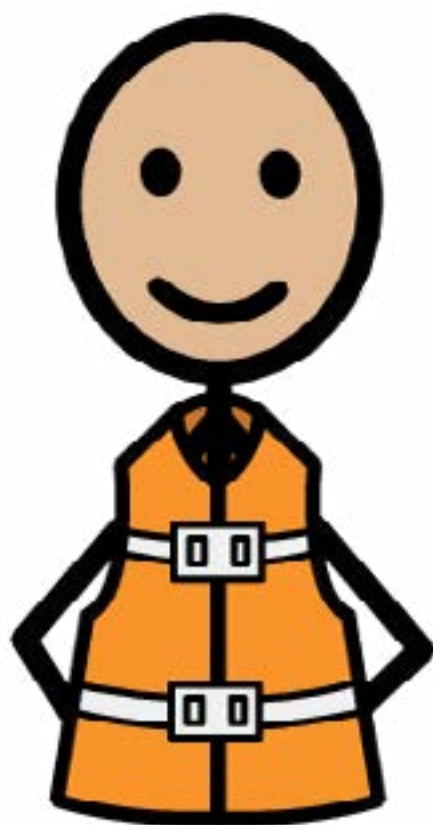




# Planning Booklet



## Planning Area 11: **Safety**



## Don't forget!

Make sure you save your work by downloading and saving this PDF to your own computer before you write in it.

## Keeping my home safe

It is your right to have a safe home. Having a safe home means that you say who can and can't come into your home. It might also mean having security in place which stops people from coming into your home when you aren't there. It means having a plan to know what to do if you are worried that somebody has come into your home without your permission.

### What do I need help with to keep my home safe?

On the next page are a list of other things you can do so your home is safe.

You can spend time now creating a plan in each of these areas. There are some things you may need help to think about. You can also record that in this table.

We've given you an example below.

Choose any actions that will help you keep your home safe	What can I do in this situation?	Is there anything I will need support to do?  What kind of support? (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	Do I have this support?  Yes or if No, who can I ask?
Example: Know what to do if I or my supporters lose my keys or are accidentally locked out	I will have a spare pair of keys in a locked box outside the house.	Support to get new keys cut	Yes I can ask my current workers to help.

## Now it's your turn

Choose any actions that will help you keep your home safe	What can I do in this situation?	Is there anything I will need support to do?  What kind of support? (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	Do I have this support?  Yes or if No, who can I ask?
Know what to do if I or my supporters lose my keys or are accidentally locked out			
Know who to let into my home			
Get technology to help me see who is at the front door			
Have a house alarm which goes off if somebody comes into my house when I am out			
1.			
2.			

## Being safe in my home

It is your right to be safe in your own home. Whether you live alone, or share house with others, you should always feel safe. You should be able to ask for help if you are worried about your safety. Being safe at home means that you don't get hurt when you are at home. It means that your things don't get broken. It means that other people in your house such as housemates, friends or partners don't hurt you by doing things you don't like. It means feeling good, calm and happy at home.

**On the next page are a list of things you can do so you can be safe in your home.**

You can spend time now creating a plan in each of these areas. There are some things you may need help to think about. You can also record that in this table.

We've given you an example below.

<b>Choose any actions that will help you to be safe in your home</b>	<b>What can I do in this situation?</b>	<b>Is there anything I will need support to do?</b>  <b>What kind of support?</b> (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	<b>Do I have this support?</b>  <b>Yes or if No, who can I ask?</b>
Example: Know what to do if I find a stranger in my house	I don't know.	Yes. I will need to know what to do. I need people to help me to learn what to do.	No. I will need someone to help me.

## Now it's your turn

Choose any actions that will help you to be safe in your home	What can I do in this situation?	Is there anything I will need support to do?  What kind of support? (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	Do I have this support?  Yes or if No, who can I ask?
Know what to do if I don't feel safe with someone I live with			
Know what to do if I don't feel safe with one of my support workers or other staff			
Know what to do if I am worried about something, like an argument between neighbours			
Get to know my neighbours and which houses I can go to if I need help			
Know how to ask for help if people move or damage my things at my home			
Know what to do if people stop me from having things I like or want in my home			

<b>Choose any actions that will help you to be safe in your home</b>	<b>What can I do in this situation?</b>	<b>Is there anything I will need support to do?</b>  <b>What kind of support?</b> (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	<b>Do I have this support?</b>  <b>Yes or if No, who can I ask?</b>
Know what to do if somebody breaks into my house and damages or steals things			
Know what to do if I find a stranger in my house			
1.			
2.			

One of the best ways to be safe at home is to have trusted people drop in regularly and ask you if everything is OK. They can ask you how your paid staff or housemates are treating you.

### **Do you know people who can drop in regularly?**

Write their names here.

### **Do you need support to find people who can drop in regularly?**

Yes

No

## Avoiding safety risks at home

There are all sorts of things which can happen while you are at home which can risk your safety. Some things can also risk the safety of your housemates or your guests. With good planning you can avoid many risks and accidents. You can know what to do when something unsafe happens.

**On the next page are a list of things you can do so you avoid safety risks in your home.**

You can spend time now creating a plan in each of these areas. There are some things you may need help to think about. You can also record that in this table.

We've given you an example below.

<b>Choose any actions that will help you avoid safety risks in your home</b>	<b>What can I do in this situation?</b>	<b>Is there anything I will need support to do?</b>  <b>What kind of support?</b> (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	<b>Do I have this support?</b>  <b>Yes or if No, who can I ask?</b>
Example: Know what to do if the electricity goes out	have torches and batteries handy.  Call my neighbour.	Help to buy things.  Make sure my neighbour's phone number is in my phone.	Yes I have support to buy things and to put number in my phone.

## Now it's your turn

Choose any actions that will help you avoid safety risks in your home	What can I do in this situation?	Is there anything I will need support to do?  What kind of support? (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	Do I have this support?  Yes or if No, who can I ask?
Know what to do when there is water or liquid on the floor I can slip on			
Know what to do if the electricity goes out			
Make sure electrical appliances are kept away from water			
Know what to do if I smell gas or think there is a water leak			
Know what to do for big emergencies like floods or cyclones			
1.			
2.			



## Fire safety in my home

It can be scary to think about a fire at home. You will be much safer if you have thought about what to do if there is a fire. Most household fires are preventable. There are many things you can do to keep you safe from fire in the future. For example, having working smoke alarms in the right position in your home can help a lot.

### What do I need to learn and practice?

Choose the things that you need help to learn and practice to be safe with fire.

How to stop common causes of house fires

How to use equipment, like fire extinguishers or fire blankets

What to do if someone's clothes catch on fire

First aid for burns

How to evacuate or leave my home if there is a fire

### Is there anything else I need to learn and practice?

### How will you learn these things?

Examples are - If I can see pictures. If I can practice in my home. If I have signs to follow. If you aren't sure, and need some advice, you can record that here too.

## **Who do you think could help you or provide advice?**

## **Are there things you need advice about fire safety?**

Choose the things that you need advice from a professional about

The right equipment to get me out of my bed and house if there is a fire, like sheets or scooters

A tailored evacuation plan if I live on the second floor or higher

Having a good smoke alarm system, like having many interconnected smoke alarms, or accessible alarms such as strobe light or vibrating bed alarms

Installing a sprinkler system if I need support to move around my house

Designing a testing system for my smoke alarms and fire safety equipment the recommended number of times each year

How to design my home for fire safety. For example, having a phone by my bed, my bedroom near an exit, clutter at a minimum in escape routes or a house number which is clearly visible at night

## Staying safe in relationships

We can all have times where we don't feel safe in our relationships with other people. Sometimes we might not be sure if we are safe with people we meet when we are out and about. There might even be times we don't feel safe with people we love or are close to. It's important to have some rules about how relationships work so you can be safe. It's also important to trust your feelings. If you don't feel safe with another person, you can choose to not see them. You can talk to somebody to ask for help.

### Do I need support to stay safe in my relationships with other people?

Choose the things that you will need help to learn.

What is and isn't ok in relationships, including friendships and sexual relationships

What's ok for different relationships I have . For example, being careful about how much information I share with somebody I just met

That my pension or income is my money, and that it is my right to choose what I do with it

How to set up my own bank account and ways I use my money so I am in control

How to make decisions about when it is and isn't ok to give my money or things to other people

What bullying is, and what to do if I feel bullied

My responsibility to respect the rights and boundaries of other people

How to be safe in sexual relationships

When it is and isn't ok to give people my personal information

What to do if somebody steals something from me

What to do if somebody offers to pay me to do something which I don't want to do

How to regularly check in with somebody I trust about how I feel about my paid staff

The difference between safe and unsafe secrets

Who can help me make decisions. For example, if somebody wants me to do something for them and I'm not sure what to do

**Is there anything else I need stay safe in my relationships?**

**Focus on your answers from above. Now think about what is needed to make these things happen. You can record these in the table on the next page in the first column.**

Once you have done this you can then think about whether you need support to make these ideas happen. What things can you organise yourself and what do you need support to do? Fill in the columns that ask you about the support you need.

We've also given you an example.

<b>Describe the next steps needed to stay safe in my relationships.</b>	<b>What can I do to make this step happen?</b>	<b>Is there anything I will need support to do?</b>  <b>What kind of support do I need?</b> (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	<b>Do I have this support?</b>  <b>Yes or if No, who can I ask?</b>	<b>When do I want to do this?</b>
Example: I could see if there is a peer group I could join to learn about my rights	I will ask my main worker to help me search.	I may need help to go to meetings. Travel. Support person.	Yes.	I'll ask my worker when I next see him.

## Now it's your turn

Describe the next steps needed to stay safe in my relationships.	What can I do to make this step happen?	Is there anything I will need support to do?  What kind of support do I need? (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	Do I have this support?  Yes or if No, who can I ask?	When do I want to do this?
1.				
2.				
3.				

## When someone does something that is not OK

Sometimes it is hard to know what is and isn't ok. People might do things that you don't like, but say that you have to go along with those things. People might hurt you, but then say they didn't mean it or ask you not to tell anyone. It can be hard to know what to do if the person hurting you is a partner, close family member, friend, or support worker. If the things people do make you feel scared, worried, angry or anxious then that's not ok.

### **Do I need support to understand when a person does something to me that is NOT ok?**

Choose the things that you will need help to learn.

How to tell something is wrong by noticing the things my body does. For example, my heart beating faster, sweating, feeling bad in my stomach or finding it harder to breath

How others can tell something is wrong by my behaviour

What to do if I ever feel bad, scared or uncomfortable around somebody

How to ask for help if someone says things to me which I don't like or which make me feel anxious

That it's not ok for people to touch my body if I don't want them to

What to do if I ask people to stop touching me and they don't listen to me

What to do if somebody hurts me

What are protective behaviours

What support I need to be able to say when something is wrong. For example, talking about what I can say, which words to use, and doing role plays

About my rights and the ways I should expect to be treated

What language I need in my communication system or device to say something is wrong

**Is there anything else that will help me to understand when a person does something that is not ok?**

**Focus on your answers from above. Now think about what is needed to make these things happen. You can record these in the table on the next page in the first column.**

Once you have done this you can then think about whether you need support to make these ideas happen. What things can you organise yourself and what do you need support to do? Fill in the columns that ask you about the support you need.

We've also given you an example.

<b>Describe the next steps needed to learn what to do when something isn't OK.</b>	<b>What can I do to make this step happen?</b>	<b>Is there anything I will need support to do?</b>  <b>What kind of support do I need?</b> (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	<b>Do I have this support?</b>  <b>Yes or if No, who can I ask?</b>	<b>When do I want to do this?</b>
Example: I can talk to my psychologist about what I should do	Talk to her in my next session.	No	-	Next session.

## Now it's your turn

Describe the next steps needed to learn what to do when something isn't OK.	What can I do to make this step happen?	Is there anything I will need support to do?  What kind of support do I need? (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	Do I have this support?  Yes or if No, who can I ask?	When do I want to do this?
1.				
2.				
3.				



## Staying safe online

Talking to other people on the internet can be lots of fun. Many of us enjoy sharing things about ourselves on social media like Facebook or Twitter. You can learn things about other people too. We can play games and enjoy chat rooms about our favourite subjects. Being online can also risk your safety. Just as for any other relationship you need to know how to stay safe when you are online.

### Do I need support to stay safe in my relationships online?

Choose the things that you will need help to learn.

Why it is important to have rules about what I do online to keep me safe

How to make decisions about who to add as friends on sites like Facebook

How to make decisions about my privacy on sites I go on

How to make decisions about buying things online

What to do if somebody I meet online asks me for money, or for my bank details

What cyber-bullying is and what to do if I feel bullied

What scams are and what to do if I see one

How to be careful when I search for things so that I don't accidentally see things I don't want to see

What to do if I do see something online which upsets me

When it is and isn't ok to give people my personal information online

The risks of taking my clothes off in front of a webcam or sharing photos of my private parts

What I can do if I don't want to continue an online relationship and the other person isn't listening to me. For example, how to block callers on my phone or on Facebook

**Is there anything else that will help me stay safe online?**

**Focus on your answers from above. Now think about what is needed to make these things happen. You can record these in the table on the next page in the first column.**

Once you have done this you can then think about whether you need support to make these ideas happen. What things can you organise yourself and what do you need support to do? Fill in the columns that ask you about the support you need.

We've also given you an example.

<b>Describe the next steps needed to stay safe online.</b>	<b>What can I do to make this step happen?</b>	<b>Is there anything I will need support to do?</b>  <b>What kind of support do I need?</b> (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	<b>Do I have this support?</b>  <b>Yes or if No, who can I ask?</b>	<b>When do I want to do this?</b>
Example: I don't understand how talking to someone on facebook is different to talking in person. I need another way to learn this	I can talk to my sister if she knows anyone or how to help.	I need to know what to do and what not to do.  Technology.  Support from a person and training.	If my sister can't help, no I don't have anyone.	On the weekend when I see my sister.

## Now it's your turn

Describe the next steps needed to stay safe online.	What can I do to make this step happen?	Is there anything I will need support to do?  What kind of support do I need? (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	Do I have this support?  Yes or if No, who can I ask?	When do I want to do this?
1.				
2.				
3.				

## Staying safe in medical places

Sometimes you might need support to feel safe when you go to the doctor, the dentist or to hospital. People may need to understand your medical needs really well so they can make the best decisions for your care. A lot of people feel anxious in medical places and you can plan to have support to feel calm and safe. You may need help to say what's happening for you and what you need, and to be listened to.

Look at the list below. You may be able to record important information for your medical plan now. Or you may need help to record important information. You can use the table below to do this.

We've left some blank spaces for you to add any more information.

<b>Categories of information for my medical plan</b>	<b>Can I record this information now? If so, use this section to answer the questions.</b>	<b>I would also like help to answer this question. Yes/No  If there is someone who can help you, write their name here</b>
Example: The best ways to talk to me and understand my communication	It is always best to ask a new doctor to speak directly to me and tell them that I understand things. I will show I am happy or upset through my body language or face.	No
Example: What I need to pack if I go to the Emergency department in hospital	No I don't know what to pack.	Yes. I will ask my team.

## Now it's your turn

Categories of information for my medical plan	Can I record this information now? If so, use this section to answer the questions.	I would also like help to answer this question. Yes/No  If there is someone who can help you, write their name here
Medical conditions or diagnoses		
Medications, dosage and what it is for		
Surgery I have had		
How I am when I am well, happy and calm		
How I express pain and discomfort especially if it is different to what doctors might expect		
The best ways to talk to me and understand my communication		
The best ways to support me during medical procedures like needles and X-Rays		
What things help me feel calm during medical procedures		

Categories of information for my medical plan	Can I record this information now? If so, use this section to answer the questions.	I would also like help to answer this question. Yes/No  If there is someone who can help you, write their name here
What things I don't like and don't want people to do in medical places		
What I need to pack if I need to go to the Emergency department in hospital		
How to respond to me if I am distressed and behave in ways that seem challenging		
What I need for my diet and personal care if I need to stay in hospital		
Contact details for people who can help me make medical decisions		
What advocacy support I can get if I don't like what is happening		
1.		
2.		
3.		

## Having the right medication

Medication can be very important. Medication can be pills or other types of medicine. It is important to:

- Take the right medication
- Take the right amount of medication
- Take medication at the right time each day
- If you don't do this you can get very sick.

Everyone can make mistakes, and sometimes chemists can make a mistake when they give you your medication. You and/or your supporters needs to make sure your medication is correct. It can be dangerous if you get too much or too little medication. You also need good systems so that you don't run out of medication.

### Do I need support to make sure I have the right medication at all times?

Use the table below to choose the practical actions that you need to keep your home safe, and then think about what the next steps are to make sure these things happen.

We have left some blank spaces for any other actions that will help you have the right medication.

<b>Choose any practical things that will help me have the right medication</b>	<b>How will this happen or what is the next step?</b>	<b>Is there anything I will need support to do? What kind of support? (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)</b>
Example: Create a system for ordering my medication which means I never run out	I have no idea.	Yes. Support from a person. I don't know how to make this happen

## Now it's your turn

Choose any practical things that will help me have the right medication	How will this happen or what is the next step?	Is there anything I will need support to do? What kind of support? (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)
Make sure I take my medication safely by having the right amount and at the right time		
Get assistive technology, pill boxes or webster packs to help me take medication		
Make sure there is a record of my medication, including a photo of what the right medication looks like		
Check my medication, including webster packs, every time it is picked up or delivered to make sure it's correct		
Name somebody in my team or network to be responsible for checking I am having my medication		



Choose any practical things that will help me have the right medication	How will this happen or what is the next step?	Is there anything I will need support to do? What kind of support? (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)
Create a system for ordering my medication which means I never run out		
Make sure I have back up medication or a plan in case of an emergency		
Have a plan for replacing medication if I lose it or run out when I am away from home or on holiday		
1.		
2.		
3.		

## Using my medication safely

There is more to safe medication use than just taking the right medication at the right time. You and your supporters need to know about the side effects if you take your medication with other tablets or things like alcohol. You need to have a plan to store your medication safely. Its also good to have a plan to check regularly if your medication is still right for you.

### Do I need support to make sure my medication use is safe?

Choose the things that you will need help to learn.

Making decisions about which medications I take

What my medications are for

What might happen if I take a medication, like side effects

About the side effects of taking medication with other medications, alcohol or some foods

Know not to share my medication with others, or others with me

What to do if I take too much medication or if I get sick after taking medication

Ways to store my medication safely at home, like 'up and away and out of sight', so children or pets can't get it

### Do I need any of these practical things to make sure my medication use is safe?

Choose anything from this list that is important.

Make sure my medications are checked, including any non-prescription tablets like vitamins, at least once every 6 months and return any which are out of date to my chemist

Make sure my medication is checked by my doctor at least once a year

Make a plan to find out and address the causes of my behaviour if my medication has been given to try to control behaviours which can be seen as challenging

**Is there anything else that is important when it comes to my medication?**

**Focus on your answers from above. Now think about what is needed to make these things happen. You can record these in the table on the next page in the first column.**

Once you have done this you can then think about whether you need support to make these ideas happen. What things can you organise yourself and what do you need support to do? Fill in the columns that ask you about the support you need.

We've also given you an example.

<b>Describe the next steps needed to make sure my medication use is safe.</b>	<b>What can I do to make this step happen?</b>	<b>Is there anything I will need support to do?</b>  <b>What kind of support do I need?</b> (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	<b>Do I have this support?</b>  <b>Yes or if No, who can I ask?</b>	<b>When do I want to do this?</b>
Example: I need pictures and symbols of my medication and what they are for	I can ask my mum to help.	A visual. Person to help put it together for me.	Yes I can ask my mum.	When she next visits me.

## Now it's your turn

Describe the next steps needed to make sure my medication use is safe.	What can I do to make this step happen?	Is there anything I will need support to do?  What kind of support do I need? (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	Do I have this support?  Yes or if No, who can I ask?	When do I want to do this?
1.				
2.				
3.				

## Who are the best people to talk to

You can tell someone when you're not feeling ok. You might be feeling sick or be in pain. You might feel scared or worried. You might need help with something. People might be doing things you don't like.

You might feel very bad and feel like hurting yourself. You have the right to tell someone and to ask for help when you are not feeling safe.

It's a good idea to have more than one person you can talk to.

It can also be a good idea to have somebody who checks in with you regularly about how you are.

Sometimes it is a good idea to ask somebody you know if they can be one of the people you talk to when you are feeling bad.

### Do I need help to think about who the best people are to go to when I'm not feeling ok?

Use the table below to think through the different kinds of people in your life. You can write their names and also if there is something you want to talk to them about.

<b>Can I talk to these people when I'm not feeling OK? Yes/No</b>	<b>If you know their names, write them here. If you know what you want to talk to them about, write it here.</b>
Example: a close family member, like my mum, dad, brother or sister?	Only my sister, Caterina. I can tell her anything.

## Now it's your turn

Can I talk to these people when I'm not feeling OK? Yes/No	If you know their names, write them here. If you know what you want to talk to them about, write it here.
A close family member, like my mum, dad, brother or sister?	
Other family members, like my grandparents, aunts, uncles or cousins?	
A friend?	
A support worker or co-ordinator I trust?	
A professional I see regularly or who is easy for me to contact, like my doctor, therapist, psychologist or social worker?	
Somebody I see regularly when I am out and about like a teacher, an assistant at my dance class, or somebody at work?	
Somebody from a disability advocacy or human rights organisation?	
Somebody who is part of my online networks like Facebook (with some safeguards in place)?	
A crisis helpline?	

## **Making sure my supporters know what to do**

People might need help to know what to do if you tell them you don't feel safe. Once you have told somebody that you don't feel safe, they have a responsibility to do something.

### **What can my supporters do when I am not feeling safe?**

Look at this list and choose anything that is important.

Be available by phone, SMS, Facebook message, meeting for a coffee

Make sure they drop in on me regularly if I can't initiate contact without support

Listen to me and support me to communicate the things that are worrying me

Believe what I say

Avoid trying to influence what I think and say if something has happened to me

Take action

Know where to go to get additional support, for example advocacy organisations

Build relationships with my community which help to keep me safe. For example, making sure people know who to call if I don't turn up for a regular activity, or if they are worried about me

Make sure that I have access to support if I want it. For example, counselling

### **Is there anything else your supporters need to think about?**

**Focus on your answers from above. Now think about what is needed to make these things happen. You can record these in the table on the next page in the first column.**

Once you have done this you can then think about whether you need support to make these ideas happen. What things can you organise yourself and what do you need support to do? Fill in the columns that ask you about the support you need.

We've also given you an example.

<b>Describe the next steps needed to make sure my supporters know what to do for my safety.</b>	<b>What can I do to make this step happen?</b>	<b>Is there anything I will need support to do?</b>  <b>What kind of support do I need?</b> (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	<b>Do I have this support?</b>  <b>Yes or if No, who can I ask?</b>	<b>When do I want to do this?</b>
Example: I've never asked anyone I know how to help me. I don't know who to ask	?	I don't know who to even ask.  Peer support to help me think about who to ask.	Yes.	At our next meeting.



## Now it's your turn

Describe the next steps needed to make sure my supporters know what to do for my safety.	What can I do to make this step happen?	Is there anything I will need support to do?  What kind of support do I need? (technology, equipment, support from a person, a visual plan or example, training for myself, peer support, other)	Do I have this support?  Yes or if No, who can I ask?	When do I want to do this?
1.				
2.				
3.				

## Do I have any more ideas?

If you want, you can look again at the main topics in this Planning Manual and add any more ideas or steps you think are important.

### 1. Keeping my home safe

For example: Make sure to check my windows are closed before going out. I will need to do this with my support workers before I go out with them.

### 2. Being safe in my home

For example: Know what to do if people call and ask for information from me. I don't know what to do in this situation.

### 3. Avoiding safety risks at home

### 4. Fire safety in my home

### 5. Staying safe in relationships

6. When someone does something that is not OK

7. Staying safe online

8. Staying safe in medical places

9. Having the right medication

10. Using my medication safely

11. Who are the best people to talk to

12. Make sure my supporters know what to do

## Making a Goal

The main Goal of this Planning Area was to help you be safe in my home and community. You may now have a list of strategies and actions that can help you do just that!

If there is anything else you want to add to this Goal statement, you can do that below.

**Now you have finished, you may have a Goal, some Strategies to reach that Goal, and some Actions to get started!**

## Thinking about help from NDIS to achieve this Goal

We suggest it is a good idea to do more learning about what can and can't be funded under NDIS.

Please note, we cannot say whether something you take to your NDIS Planning will be funded in your NDIS Plan.

Right now though, it is very important that you make note of the things from this area you want to consider in your NDIS planning.

Think especially about the areas where you said you didn't have any support to achieve something. This is something called an 'unmet need' because you don't have that support in your life right now, but you need that support. It means you're missing out on something.

A good starting point with NDIS is to think about the things you are missing out on that would make life better. In an example we used in this area, the person didn't have support to learn how to use public transport to and from work.

**Go back through this workbook and find the things you need to include in your NDIS planning.** Put a star next to them or a sticky note so that you can find them again easily when you're doing your NDIS planning.

Who will you contact if you need help with taking any next steps in this Planning Area?