**What is the problem or issue?**

(be as specific as you can about what has (or hasn’t!) happened)

**Making a case**

**What negative effect is this having?**

(on you and/or on others)

**What would the positive effect be if this was resolved/changed?**

(on you and/or on others)

**What do you want to happen?**

What would a perfect outcome be?

What’s the minimum that would be acceptable – what could you settle for?

**Who has the power to make this happen?**

If you don’t have the answer to this, what do you need to do to find out?

**Where/who/how** will you get this information?

**What** information do you need to make your case?

**Within 48 hours I will take the following first step:**

**Date:**

**ACTION PLAN**

**What are you going to do?**

**Describe** it as fully and as specifically as you can

**Why are you going to do it?**

**Include:** What’s it for? How will it improve things?

**Who can support you?**

(eg friend, family, advocacy worker, other support organization etc)

**What do you want them to do?**

(eg check the plan for you, go with you to a meeting, be around before or after for moral support etc)

**Now make a plan – list the steps you need to take, in order.**

For each step include when you are going to do it.

**Use this page to write a script for making your case.**

**What questions do you need to make sure you ask?**