

8DHD+

BECAUSE
INDEPENDENCE
STARTS WITH
ONE STEP!

FIRST STEPS TO INDEPENDENCE

♥ Young Adults ♥

Banks, Calls, Forms, Shopping,
Cooking and Driving

CALLING...
FUTURE ME

CONFIDENCE
CONNECTS!

I'M LEARNING,
I'M GROWING,
I'M BUILDING MY
FUTURE!

SMART
CHOICES

PLAN TODAY,
LIVE BETTER!

APPLICATION FORM

- ☒ DETAILS
- ☒ ADDRESS
- ☒ EMPLOYMENT
- ☐ REFERENCES

YOU'VE
GOT
THIS!

ORGANISE
YOUR LIFE!

ELECTRICITY BILL
WATER BILL **DUE SOON**
INTERNET BILL
PHONE BILL

PRACTICE
MAKES PROGRESS!

BUDGET PLAN

- ☒ INCOME
- ☒ EXPENSES
- ☒ SAVINGS
- ☒ GOALS

TAKE CONTROL
OF YOUR MONEY!

★ MEET THE FEELING CREW! ★

MAKE
SMART
DECISIONS!

BUILD
CONFIDENCE
EVERY DAY!

LEARN SKILLS
THAT LAST
A LIFETIME!

IT'S OKAY
TO GO SLOW!

YOU ARE
CAPABLE!

YOUR FUTURE. YOUR WAY.
YOU'VE GOT THIS!

WELCOME IN



THIS BOOK IS HERE TO HELP YOU MAKE SENSE OF FORMS AND PAPERWORK, SO YOU CAN FOCUS ON WHAT MATTERS MOST—YOU.

ONE STEP AT A TIME. YOU'VE GOT THIS!

THIS BOOK BELONGS TO:

Blank space for writing a name.

★ MEET THE FEELING CREW! ★



LUMPCLOUD

BRINGS HEAVY WORRIES. SAYS, "THIS IS TOO COMPLICATED." WHAT IF I MESS UP?"




PANIKIT

WORRIES ABOUT WHAT COULD GO WRONG. "WHAT IF I CHOOSE THE WRONG THING?"




FIZZLET

MAKES THOUGHTS BUZZ AND OVERLOAD. "THERE ARE TOO MANY THINGS TO THINK ABOUT!"




REPLAYMOTH

PLAYS PAST MISTAKES OVER AND OVER. "I SHOULD HAVE DONE THINGS DIFFERENTLY."




DROPLET

FEELS SAD AND OVERWHELMED. "THIS IS TOO MUCH FOR ME."



YOU'RE AMAZING!

YOU'RE BUILDING SKILLS. YOU'RE GROWING STRONGER.

YOU BELONG HERE!

BE KIND TO YOU.

BANKS AND BILLS CAN FEEL BIG!

WHERE DO I EVEN START? SO MANY ACCOUNTS, FORMS, AND BILLS... I MIGHT GET IT ALL WRONG.

BREATHE. FOCUS. ONE STEP AT A TIME.

FROM THE OUTSIDE, SETTING UP BANK ACCOUNTS AND BILLS LOOKS SIMPLE. ♥

BUT FROM THE INSIDE... IT CAN FEEL LIKE A HUGE DEAL!

MEET THE

FEELING CREW!

THEY SHOW UP INSIDE TO HELP YOU WHEN BANKS AND BILLS FEEL OVERWHELMING. ♥

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PLAYS PAST MISTAKES OVER AND OVER. "I SHOULD HAVE DONE THINGS DIFFERENTLY."



THIS IS THE START!

TOGETHER WE CAN TAKE IT ONE STEP AT A TIME—
YOU'VE GOT THIS! ♥ ☆ ★ ☆

SETTING UP BANK ACCOUNTS AND BILLS CAN FEEL TOO MANY STEPS!

THERE'S SO MUCH TO THINK ABOUT. IT CAN FEEL OVERWHELMING! ❤️

★ LET'S BREAK IT DOWN AND SEE WHY IT CAN FEEL LIKE... TOO MUCH! ★

1. CHOOSING A BANK ACCOUNT

CURRENT ACCOUNT?
STUDENT ACCOUNT?
OVERDRAFT? FEES?
WHAT'S BEST?

SO MANY OPTIONS.
I JUST WANT THE RIGHT ONE!

2. FINDING ID AND PROOF OF ADDRESS

PASSPORT?
DRIVING LICENCE?
UTILITY BILL?
EXPIRED?

I CAN NEVER FIND
THE RIGHT DOCUMENT!

3. READING THE SMALL PRINT

AER? APR?
ACCOUNT FEES?
VARIABLE RATE?
WHAT DOES
IT ALL MEAN!!

IT'S LIKE ANOTHER LANGUAGE!
MY HEAD HURTS.

4. PASSWORDS AND PINS

UPPERCASE?
LOWERCASE?
NUMBERS?
SYMBOLS?!

PIN:

I CAN'T REMEMBER
ANY OF THEM!

5. SETTING UP THE BANK APP

VERIFY EMAIL...
ENABLE BIOMETRICS.
CONFIRM DEVICE...
WHAT NOW?!

APPS CHANGE ALL THE TIME.
I GET SO LOST!

6. UNDERSTANDING DIRECT DEBITS

WHAT'S A DIRECT
DEBIT? IS IT THE
SAME AS STANDING
ORDER?!

I DON'T WANT TO
GET CHARGED EXTRA!

7. CHECKING BILL DATES

DUE DATE?
PAY IN DATE?
BILLING CYCLE?
WHICH DATE
MATTERS?!

I DON'T WANT TO MISS
A PAYMENT!

8. WORRYING ABOUT MONEY

WILL I HAVE ENOUGH?
WHAT IF SOMETHING
GOES WRONG?
WHAT IF I FALL
BEHIND?!

MY MIND GOES INTO
WORRY MODE!

ALL THESE
STEPS CAN
PILE UP AND
FEEL LIKE
TOO MUCH!

LUMPCLOUD



IT MAKES
EVERYTHING FEEL
HEAVY AND SCARY.

PANIKIT



I WANT TO RUN
AWAY AND HIDE!

FIZZLET



TOO MANY THOUGHTS!
TOO MANY RULES!

REPLAYMOTH



I KEEP THINKING
ABOUT WHAT COULD
GO WRONG.

WORRYPUP



WILL I MAKE A
MISTAKE? WHAT IF
IT'S NOT ENOUGH?

BUT HERE'S
THE TRUTH:
YOU CAN TAKE
IT ONE STEP
AT A TIME.
YOU'VE GOT THIS! ❤️

★ IT'S OKAY TO FEEL OVERWHELMED. YOU'RE NOT ALONE. ❤️ ★

SOMETIMES... THE WORDS GET STUCK

WHEN SETTING UP BANK ACCOUNTS
AND BILLS FEELS TOO HARD.

FROM THE OUTSIDE,
IT MIGHT LOOK LIKE
AVOIDING OR NOT CARING.

BUT FROM THE INSIDE,
IT FEELS LIKE TOO MUCH.
TOO LOUD. TOO MANY OPTIONS!

I KNOW I NEED
TO DO THIS...
I SHOULD JUST
OPEN IT. OR CALL.
BUT I CAN'T.
I FREEZE.

BREATHE.
FOCUS.
KIND TO
YOUR MIND.

★ MEET THE FEELING CREW! THEY SHOW UP WHEN IT'S TOO MUCH. ★

PANIKIT

WHAT IF I DO IT
WRONG? WHAT IF I
MISS SOMETHING
IMPORTANT?

FIZZLET

THERE'S SO
MUCH TO DO!
I CAN'T PICK
WHERE TO
START!

REPLAYMOTH

I'VE MADE MISTAKES
BEFORE. WHAT IF
THEY THINK I'M
BAD WITH
MONEY?

LUMPCLOUD

I JUST WANT TO
HIDE. I'M SO TIRED.
IT'S ALL TOO HEAVY.
I CAN'T DO IT.
RIGHT NOW.

THIS IS
NOT LAZINESS.
THIS IS
OVERWHELM.

YOUR BRAIN
IS TRYING TO
PROTECT YOU.



AVOIDING...

I'LL DO IT
LATER...
MAYBE.



SHUTTING DOWN...

I CAN'T
THINK
ABOUT IT.



BEATING YOURSELF UP...

WHY IS THIS
SO HARD FOR
ME? EVERYONE
ELSE CAN
DO IT.



GOOD NEWS!
YOU'RE NOT
ALONE—AND
YOU DON'T HAVE
TO DO IT ALL
AT ONCE.



WE CAN START SMALL.
PICK JUST ONE:

- ♥ OPEN THE LETTER
- ♥ READ THE FIRST LINE
- ♥ FIND THE PHONE NUMBER
- ♥ MAKE THE CALL TOGETHER

YOU ARE CAPABLE.
YOU ARE LEARNING.
YOU ARE ENOUGH.

PROUD
OF YOU

8DHD

WHAT HELPS ME FEEL SAFER.

SETTING UP BANK ACCOUNTS AND BILLS CAN FEEL **BIG**... BUT I CAN DO SMALL THINGS THAT MAKE A BIG DIFFERENCE.

I DON'T HAVE TO DO EVERYTHING AT ONCE. ONE STEP AT A TIME.

TODAY'S PLAN:

- ♥ ONE STEP
- ♥ BREATHE
- ♥ I'VE GOT THIS

YOU GOT THIS

1 ♥ OPEN ONE LETTER AT A TIME.



I TAKE A DEEP BREATH AND FOCUS ON JUST THIS ONE.

2 ♥ KEEP BILLS IN ONE FOLDER.



ONE PLACE, LESS CLUTTER, LESS STRESS.

3 ♥ HIGHLIGHT DUE DATES.



I SPOT WHAT MATTERS SO NOTHING GETS MISSED.

4 ♥ USE CALENDAR REMINDERS.



A LITTLE ALERT NOW MEANS LESS WORRY LATER.

5 ♥ WRITE PHONE SCRIPT.



WORDS ON PAPER HELP ME SAY WHAT I NEED TO SAY.

6 ♥ ASK SOMEONE TO SIT WITH ME.



A SUPPORT PERSON MAKES HARD THINGS FEEL LIGHTER.

7 ♥ SET UP DIRECT DEBIT IF IT HELPS.



AUTOMATE WHAT I CAN, SO I CAN BREATHE EASIER.

8 ♥ CELEBRATE ONE STEP DONE!



EVERY STEP COUNTS. I AM PROUD OF ME!

I AM DOING MY BEST.

I CAN HANDLE **BIG FEELINGS** ONE STEP AT A TIME. I'VE GOT THIS. ♥

TODAY, I CHOOSE:

- ♥ KINDNESS
- ♥ PATIENCE
- ♥ COURAGE
- ♥ SMALL STEPS

YOU ARE CAPABLE. ♥

8DHD

SMALL STEPS STILL COUNT!

SETTING UP BANK ACCOUNTS
AND BILLS CAN FEEL BIG...
BUT EACH SMALL STEP
MAKES YOU STRONGER! ❤️

★ LOOK AT WHAT I DID! ★



I OPENED A BANK ACCOUNT!



I ASKED FOR HELP!



I SET A REMINDER!



I PAID MY BILL!



I FEEL PROUD!



★ THE FEELING CREW IS PROUD OF YOU! ★



LUMPCLOUD

LIGHTER
FEELINGS.
LESS WEIGHT.
MORE YOU. ❤️



PANIKIT

FEWER WORRIES,
MORE BELIEVE
IN MYSELF! ❤️



FIZZLET

PLANS MAKE
ME FEEL FAST
AND FOCUSED! ❤️



REPLAYMOTH

GOOD CHOICES
TODAY, BETTER
TOMORROWS! ❤️



NIGHTWAKER

I WATCH OVER
YOUR GROWTH.
YOU'VE GOT
THIS! ❤️



SORRYSprite

IT'S OKAY TO
LEARN AS YOU
GO. YOU'RE
DOING GREAT. ❤️

INDEPENDENCE
GROWS ONE
STEP AT A
TIME. ❤️



★ ★ YOU'RE BUILDING YOUR LIFE. YOU'RE DOING AMAZING.
KEEP GOING. YOU'VE GOT THIS! ❤️

THE END! ❤️

BREATHE.
FOCUS.
ONE STEP
AT A TIME.



PHONE CALLS CAN FEEL BIG!

I NEED TO CALL THE ENERGY COMPANY ABOUT MY BILL. BUT... WHAT IF I SAY THE WRONG THING?

FROM THE OUTSIDE, MAKING A PHONE CALL LOOKS SIMPLE. ♥

BUT FROM THE INSIDE... IT CAN FEEL LIKE A HUGE DEAL!



Don't forget account number!

ENERGY BILL

DUE SOON

WAIT TIME? AGH! ♥

WHAT WILL THEY ASK ME? 😞

MY DETAILS

MEET THE

FEELING CREW!

THEY SHOW UP INSIDE TO HELP YOU WHEN PHONE CALLS FEEL OVERWHELMING. ♥



LUMPCLOUD

BRINGS HEAVY WORRIES. HE SAYS: "THIS IS TOO COMPLICATED." "WHAT IF I MESS UP?"



PANIKIT

WORRIES ABOUT WHAT COULD GO WRONG. "WHAT IF I GET PUT ON HOLD FOREVER?"



FIZZLET

MAKES THOUGHTS BUZZ AND OVERLOAD. "THEY'LL ASK SO MANY QUESTIONS!"



REPLAYMOTH

PLAYS PAST EXPERIENCES OVER AND OVER. "LAST TIME WAS AWFUL. WHAT IF IT'S AGAIN?"



THIS IS THE START!

TOGETHER WE CAN TAKE IT ONE STEP AT A TIME—
YOU'VE GOT THIS! ♥ ☆ ★ ☆

PHONE CALLS CAN FEEL TOO MUCH!

PROFESSIONAL SERVICE CALLS CAN BE FULL OF STEPS, SURPRISES, AND SITUATIONS THAT FEEL HARD TO HANDLE. ♥

IT'S NOT JUST ONE THING... IT'S EVERYTHING ALL AT ONCE!

HERE ARE SOME REASONS: PROFESSIONAL SERVICE CALLS CAN FEEL OVERWHELMING: ★

1. WHO DO I CALL?

WHO IS THE RIGHT PLACE? WILL THEY EVEN BE ABLE TO HELP ME?

TOO MANY CHOICES. NOT ENOUGH CLARITY.

2. AUTOMATED MENUS

PRESS 1 FOR THIS. PRESS 2 FOR THAT. PRESS 3 TO GO BACK. PRESS 7 TO HEAR THESE AGAIN.

TOO MANY OPTIONS. TOO FAST. TOO CONFUSING.

3. HOLD MUSIC

YOUR CALL IS IMPORTANT TO US. PLEASE CONTINUE TO HOLD...

THE WAIT FEELS ENDLESS.

4. LONG WAIT TIMES

HOW MUCH MORE TIME WILL THIS TAKE? I HAVE OTHER THINGS TO DO.

TIME STRETCHES. PATIENCE FADES.

5. BEING TRANSFERRED

I'LL TRANSFER YOU TO THE CORRECT DEPARTMENT.

STAY OVER. NEW PERSON. NEW INTRO. AGAIN.

6. EXPLAINING AGAIN

LET ME EXPLAIN IT ONE MORE TIME...

TELLING YOUR STORY OVER AND OVER HURTS.

7. CONFUSING JARGON

"YOU NEED TO CHECK THE PORT STATUS AND REBOOT THE ROUTER."

BIG WORDS. TECH TALK. MY BRAIN CHECKS OUT.

8. WORRYING ABOUT JUDGMENT

WHAT IF I SOUND SILLY? WHAT IF THEY THINK I'M STUPID?

FEAR OF JUDGMENT MAKES IT HARDER TO ASK FOR HELP.

9. RUSHED OR SERIOUS PEOPLE

CAN YOU TRY THAT AGAIN? I'LL STAY ON THE LINE.

THEY'RE DOING THEIR JOB. BUT IT CAN STILL FEEL SCARY.

ALL THESE PARTS PILE UP!

MY BRAIN FEELS LIKE IT'S ABOUT TO POP!

IT'S NOT YOU. IT'S THE SYSTEM. AND IT CAN FEEL LIKE TOO MUCH.

KIND REMINDERS:

- ♥ YOU ARE NOT ALONE.
- ★ THE SYSTEM IS COMPLICATED. NOT YOU.
- ⚡ IT'S OKAY TO PREPARE.
- ♥ YOU DESERVE KIND, PATIENT HELP.
- ★ YOU ARE DOING YOUR BEST.

LET'S TAKE IT ONE STEP AT A TIME TOGETHER. ♥

THIS IS THE START!

YOU CAN LEARN HOW TO MAKE THESE CALLS FEEL MORE MANAGEABLE.

✧ YOU'VE GOT THIS! ♥ ★ ☆ ★

SOMETIMES... THE WORDS GET STUCK

DURING PROFESSIONAL
SERVICE CALLS.

FROM THE OUTSIDE,
IT MIGHT LOOK LIKE
I'M AVOIDING THE CALL.

BUT FROM THE INSIDE,
MY BRAIN HITS
PAUSE AND I FREEZE.

I KNOW I NEED
TO CALL... I SHOULD
JUST DO IT. BUT WHEN
I PICK UP THE PHONE,
MY WORDS DISAPPEAR
AND MY CHEST
TIGHTENS.

BREATHE.
FOCUS.
KIND TO
YOUR MIND.

★ WHEN I FINALLY CALL, IT CAN FEEL OVERWHELMING—NO MATTER HOW BIG OR SMALL THE CALL. ★

1. PICKING UP THE PHONE

OKAY, HERE
WE GO...

MY HANDS GET SWEATY.
MY HEART RACES.
I OVERTHINK EVERYTHING.

2. MAKING THE CALL

PLEASE
LET THIS
BE OKAY...

I DIAL THE NUMBER...
AND INSTANTLY SECOND-GUESS
EVERYTHING.

3. SOMEONE ANSWERS

HI! THANKS
FOR CALLING...
HOW CAN I
HELP YOU?

MY BRAIN GOES BLANK.
I FORGET WHAT I WAS
GOING TO SAY.

4. LONG WAIT TIMES

PLEASE
HOLD
...

THE HOLD MUSIC GETS LOUD.
MY WORRIES GET LOUDER.
IT FEELS LIKE FOREVER.

5. GETTING TRANSFERRED

I'LL
TRANSFER
YOU TO THE
RIGHT TEAM.

PLEASE HOLD.
WE'LL
RECALL YOU.

STARTING OVER AGAIN
FEELS SO HARD.
I HAVE TO REPEAT MYSELF.

6. CONFUSING LANGUAGE

YOUR REF.
CODE INDICATES
A PRIORITY FLAG
WITH MULTI-TIER
AUTHORIZATION.

WHAT? I DON'T UNDERSTAND
ANY OF THAT. I FEEL DUMB
FOR NOT GETTING IT.

7. IMPATIENT TONE

I JUST NEED
A FEW QUICK
DETAILS...

WHEN SOMEONE SOUNDS
RUSHED OR ANNOYED,
I FEEL EVEN WORSE.

8. AFTER THE CALL

WHY IS THIS
SO HARD FOR
ME? I SHOULD
BE ABLE TO
DO THIS.

I HANG UP AND FEEL DRAINED,
DEFEATED, AND SHAKY INSIDE.

★ THE FEELING CREW GETS LOUD DURING CALLS. ★

PANIKIT

FEARS SAYING
THE WRONG THING
AND LOOKING SILLY.

FIZZLET

OVERTHINKS EVERY
WORD BEFORE AND
DURING THE CALL.

LUMPCLOUD

FEELS HEAVY, TIRED,
AND WANTS TO
SHUT DOWN.

REPLAYMOTH

KEEPS REPLAYING
THE CONVERSATION
OVER AND OVER.

NIGHTWAKER

HYPERVIGILANT.
EXPECTS THE WORST
AT ANY MOMENT.

SORRYSprite

FEELS GUILTY FOR
NEEDING HELP
IN THE FIRST PLACE.

THIS IS
OVERWHELM.
NOT
LAZINESS.

YOU DON'T HAVE
TO GET IT ALL RIGHT.
LET'S MAKE IT SMALL.
ONE TINY STEP.
THAT'S ENOUGH
FOR NOW.

START SMALL. PICK ONE:

- ♥ FIND THE NUMBER
- ♥ MAKE THE CALL
- ♥ SAY HELLO
- ♥ ASK ONE QUESTION
- ♥ THANK THEM AND END THE CALL

YOU ARE
DOING THE
BEST YOU
CAN.

OVERWHELM CAN MAKE BIG THINGS FEEL IMPOSSIBLE.
BUT SMALL STEPS MAKE THEM POSSIBLE.

WHAT HELPS ME FEEL SAFER.

PROFESSIONAL PHONE CALLS

PROFESSIONAL PHONE CALLS CAN FEEL BIG... BUT SMALL TOOLS CAN MAKE THEM FEEL SAFER. ♥

I DON'T HAVE TO DO EVERYTHING AT ONCE. ONE TOOL AT A TIME. ♥

YOU GOT THIS

MY PHONE CALL CHECKLIST:
♥ BE PREPARED
♥ STAY CALM
♥ I'VE GOT THIS ♥

★ PRACTICAL TOOLS THAT HELP ME FEEL SAFER ON PROFESSIONAL PHONE CALLS ★

1 ♥ WRITE A SIMPLE PHONE SCRIPT.

MY SCRIPT:

♥ HELLO, MY NAME IS...
♥ I'M CALLING ABOUT...
♥ I NEED HELP WITH...
♥ CAN YOU HELP ME WITH...?
♥ THANK YOU!

HAVING WORDS READY MAKES IT EASIER.

2 ♥ KEEP THE NUMBER, ACCOUNT/REFERENCE NUMBER, AND KEY DETAILS READY.

Customer Support
1800 123 456
Reference: 87654321
Full Name
Address
Account #
Other Notes

HAVING DETAILS READY SAVES TIME AND STRESS.

3 ♥ CALL AT A QUIETER TIME.

QUIET TIMES:
✓ EARLY MORNING
✓ LATE EVENING
WEEKDAYS
BEFORE BUSY TIMES

A CALMER TIME = AN EASIER CALL.

4 ♥ USE HEADPHONES OR SPEAKERPHONE.

I CAN HEAR BETTER THIS WAY! ♥

CLEAR SOUND HELPS ME FOCUS AND STAY CALM.

5 ♥ ASK A SUPPORT PERSON TO SIT WITH ME.

I DON'T HAVE TO DO THIS ALONE. ♥

HAVING SOMEONE HERE MAKES ME FEEL BRAVER.

6 ♥ WRITE DOWN MY QUESTIONS FIRST.

QUESTIONS:
• WHAT IS THIS CALL ABOUT?
• WHAT ARE MY OPTIONS?
• WHAT HAPPENS NEXT?
• IS THERE ANYTHING I NEED TO DO?
• CAN I GET THIS IN WRITING?

I GET MY ANSWERS AND NOTHING GETS MISSED.

7 ♥ ASK THEM TO SLOW DOWN OR REPEAT.

I'M SORRY, CAN YOU SAY THAT AGAIN PLEASE? ♥

IT'S OKAY TO ASK. I NEED TO UNDERSTAND.

8 ♥ REQUEST EMAIL OR TEXT CONFIRMATION.

We'll send you a confirmation by email or text.

I CAN CHECK BACK WHEN I NEED TO.

9 ♥ TAKE NOTES DURING THE CALL.

NOTES:

• DATE: 11/05
• TIME: 10:30AM
• WHO I SPOKE TO: SAM
• WHAT THEY SAID:
• NEXT STEPS:

NOTES HELP ME REMEMBER EVERYTHING.

10 ♥ TICK OFF THE NEXT STEP WHEN FINISHED.

NEXT STEPS:

✓ CHECK EMAIL
✓ SEND INFO
✓ WAIT FOR RESPONSE
□ CALL BACK
□ FOLLOW UP

FINISHING A STEP FEELS GOOD AND KEEPS ME MOVING.

I CAN HANDLE SERVICE CALLS WHEN I HAVE A PLAN THAT HELPS ME FEEL SAFER. ♥

★ I'VE GOT TOOLS. I'VE GOT SUPPORT. ♥ I'VE GOT THIS! ♥ ★

I AM DOING MY BEST. ♥

8DHD

SMALL STEPS STILL COUNT!

PROFESSIONAL SERVICE CALLS
CAN FEEL HARD, BUT EVERY
SMALL STEP I TAKE MAKES
A BIG DIFFERENCE. ♥

MY CALL
TOOLKIT

CALL
COMPLETE!

I asked for
help and
got it! ♥

PROUD
OF ME! ♥

I DID IT!
THAT CALL WAS
HARD, BUT I USED
MY TOOLS, TOOK
MY TIME, AND
GOT THE HELP
I NEEDED. ♥

BREATHE.
FOCUS.
KIND TO
YOUR MIND. ♥

8DHD

★ LOOK HOW FAR I'VE COME! EVERY SMALL STEP HELPED ME GET TO THE FINISH LINE. ★

1 FIND THE NUMBER.

FOUND
IT!

I TOOK A DEEP BREATH
AND FOUND THE RIGHT
NUMBER. ♥

2 MAKE THE CALL.

YOU CAN
DO IT!

I PRESSED CALL.
THAT WAS BRAVE! ♥

3 WAIT ON HOLD.

I CAN
WAIT.

I STAYED CALM AND
REMEMBERED I'M
NOT ALONE. ♥

4 SAY HELLO.

Hello, thanks
for calling!
HELLO!

I SAID HELLO
AND INTRODUCED
MYSELF. ♥

5 ASK ONE QUESTION.

I CAN
ASK!

I ASKED ONE QUESTION
TO START. ♥

6 ASK FOR HELP.

IT'S OKAY
TO ASK.

I ASKED FOR HELP
AND CLARIFICATION. ♥

7 GET AN ANSWER.

LISTEN...
TAKE IN
THE INFO.

I LISTENED CAREFULLY
AND GOT THE INFO
I NEEDED. ♥

8 BOOK OR SOLVE.

PROBLEM
SOLVED!

WE BOOKED AN APPOINTMENT
AND SOLVED THE PROBLEM! ♥

9 WRITE THE NEXT STEP.

LET'S
WRITE IT
DOWN.

I WROTE DOWN THE NEXT
STEP SO I WON'T FORGET. ♥

10 FEEL PROUD!

I DID
IT! ♥

I DID SOMETHING HARD
AND I SHOULD BE
PROUD OF ME! ♥

★ MEET THE FEELING CREW! THEY CHEER YOU ON WHEN YOU TAKE SMALL STEPS. ★

LUMPCLOUD

REMEMBERS IT'S
OKAY TO TAKE
YOUR TIME. ♥

PANIKIT

TURNING WORRIES
INTO "I CAN TRY"
ENERGY! ♥

FIZZLET

FOCUSES ON WHAT
I CAN CONTROL
RIGHT NOW. ♥

REPLAYMOTH

LEARN FROM
EACH CALL AND
KEEP GROWING. ♥

NIGHTWAKER

STAYS SHARP
AND CALM WHEN
IT'S HARD. ♥

SORRYSprite

BE KIND TO
MYSELF—ALWAYS
DOING MY BEST. ♥

TODAY
I TOOK
ANOTHER STEP
FORWARD! ♥

ONE
STEP AT
A TIME!

I'M PROUD BECAUSE:

- ♥ I TOOK THE FIRST STEP
- ♥ I KEPT TRYING
- ♥ I ASKED FOR HELP
- ♥ I DID MY BEST
- ♥ I WON'T GIVE UP

I AM STRONG.
I AM CAPABLE.
I AM GROWING. ♥

8DHD

★ ASKING FOR HELP IS BRAVE.
EVERY SMALL STEP COUNTS! ♥

FORMS AND PAPERWORK CAN FEEL BIG!

WHERE DO I
EVEN START?
SO MANY FORMS,
DEADLINES, AND
DETAILS... I MIGHT
GET IT ALL WRONG.

BREATHE.
FOCUS.
ONE STEP
AT A TIME.

FROM THE OUTSIDE,
FILLING OUT FORMS
AND HANDLING
PAPERWORK LOOKS
SIMPLE. ♥

BUT FROM THE INSIDE...
IT CAN FEEL LIKE
A HUGE DEAL! ♥



MEET
THE

FEELING CREW!

THEY SHOW UP INSIDE TO HELP
YOU FACE FORMS AND PAPERWORK
WHEN IT FEELS OVERWHELMING. ♥

LUMPCLOUD

BRINGS HEAVY WORRIES.
HE SAYS: "THIS IS SO
CONFUSING.
WHAT IF I GET IT
WRONG?"



PANIKIT

WORRIES ABOUT
DEADLINES AND
MISTAKES. "WHAT IF
I MISS SOMETHING
IMPORTANT?"



FIZZLET

OVERTHINKS EVERY DETAIL.
"THERE ARE TOO MANY
SECTIONS! TOO MANY
CHOICES!"



REPLAYMOTH

DWELLS ON PAST MISTAKES.
"I'VE MESSED UP BEFORE.
WHAT IF IT HAPPENS
AGAIN?"



THIS IS
THE START!

TOGETHER WE CAN TAKE IT ONE STEP AT A TIME—
YOU'VE GOT THIS! ♥ ☆ ★ ☆ ★

SETTING UP FORMS AND PAPERWORK CAN FEEL TOO MANY STEPS!

I KNOW I NEED
TO DO THESE THINGS...
BUT WHERE DO I
EVEN START?

BREATHE.
FOCUS.
KIND TO
YOUR MIND.

★ LET'S BREAK IT DOWN AND SEE WHY IT CAN FEEL LIKE... TOO MUCH! ★

1. CHOOSING THE RIGHT FORM.

WHICH FORM
IS THE RIGHT
ONE?

2. READING CONFUSING INSTRUCTIONS.

ACRONYMS?
LONG WORDS?
WHAT DOES
IT ALL MEAN?

3. PROOF OF ADDRESS OR ID?

UTILITY BILL
BANK STATEMENT?
TENANCY AGREEMENT?
DATED HOW RECENTLY?

4. SIGNING OR INITIALING IN THE RIGHT PLACES.

SIGNATURE.
INITIALS. FULL NAME.
DATE... AGAIN?

5. DATES, DEADLINES, AND TIMING.

WHY DOES TIME
FEEL LIKE IT'S
RUNNING OUT?!

6. ONLINE FORMS AND SESSION TIMEOUTS.

Session expired.
Please start again.

I WAS ALMOST
DONE!

7. UPLOAD THIS, SCAN THAT.

THE RIGHT FILE?
THE RIGHT SIZE?
THE RIGHT FORMAT?

8. "WHAT DOES THIS EVEN MEAN?" JARGON/LEGAL LANGUAGE.

SECTION 7B(i)?
SUB-CLAUSE D?
WHAT AM I
SUPPOSED TO
DO HERE?

9. WORRYING ABOUT GETTING IT WRONG.

WHAT IF I MAKE
A MISTAKE?
WHAT IF THEY
SAY NO?

MY MIND
WON'T STOP
WORRYING.

BUT HERE'S
THE TRUTH:
YOU CAN TAKE
IT ONE STEP
AT A TIME.
YOU'VE GOT THIS!

★ IT'S OKAY TO FEEL OVERWHELMED. YOU'RE NOT ALONE.

BREATHE.
FOCUS.
BE KIND TO
YOUR MIND.

SOMETIMES... THE WORDS GET STUCK

WHEN FORMS AND PAPERWORK
FEEL TOO HARD.

I KNOW I
NEED TO DO
THIS... I
SHOULD JUST
START. BUT
MY BRAIN
FREEZES.

FROM THE OUTSIDE,
IT MIGHT LOOK LIKE:

- ★ AVOIDING?
- ★ PROCRASTINATING?
- ★ NOT CARING?

BUT FROM THE INSIDE...

TOO
MUCH

TOO
HARD

TOO
MANY
STEPS

MEET THE FEELING CREW
WHEN SHUTDOWN HITS...

PANIKIT

WORRIES
ABOUT
DOING IT
WRONG.

FIZZLET

TOO MANY
THOUGHTS,
TOO MANY
RULES.

REPLAYMOTH

REMEMBERS
EMBARRASSING
PAST
MISTAKES.

LUMPCLOUD

FEELS
HEAVY AND
SHUT
DOWN.

I STARE AT

I PUT IT ASIDE.

I FREEZE UP.

I HIDE.

I BEAT MYSELF UP.

WHY IS THIS
SO HARD FOR
ME WHEN
OTHERS CAN
JUST DO IT?

BUT I DON'T HAVE TO DO IT ALONE.

YOU'RE NOT
LAZY. YOU'RE
OVERWHELMED.

LET'S DO THIS
TOGETHER... ONE
SMALL STEP IS
ENOUGH FOR
NOW.

WE CAN START WITH
ONE STEP.

- ♥ OPEN THE FORM
- ♥ READ THE FIRST LINE
- ♥ FIND ONE BIT OF INFO
- ♥ TAKE ONE BREATH
- ♥ THEN PAUSE

SHUTDOWN
IS YOUR BRAIN
TRYING TO
PROTECT YOU.

IT'S OKAY TO GO SLOW.
YOU'RE STILL
MAKING PROGRESS.
YOU'VE GOT THIS!

ONE SMALL
STEP CAN
LEAD TO BIG
CHANGE.

WHAT HELPS ME FEEL SAFER.

FORMS AND PAPERWORK CAN FEEL BIG, BUT I CAN DO SMALL THINGS THAT MAKE A BIG DIFFERENCE. ♥

I don't have to do everything at once. One step at a time. ♥

8DHD+

BREATHE. FOCUS. BE KIND TO ME. ♥

YOU GOT THIS

1 OPEN ONE LETTER OR FORM AT A TIME.

ONE SMALL STEP CAN FEEL SO MUCH BETTER.

ONE AT A TIME. I CAN HANDLE THIS. ♥

2 KEEP PAPERWORK IN ONE FOLDER.

ONE PLACE. LESS CLUTTER. LESS STRESS.

MY PAPERWORK HAS A HOME. ♥

3 HIGHLIGHT KEY DATES SO NOTHING GETS MISSED.

THIS HELPS ME PLAN AND STAY READY.

A LITTLE HIGHLIGHT CAN SAVE A LOT OF WORRY. ♥

IMPORTANT DATES	
Rent Review	20/05
Tax Form Due	30/04
Benefits Form	12/06
ID Renewal	01/07

4 USE REMINDERS THAT WORK FOR ME.

REMINDERS	
Forms	✓
Deadlines	✓
Check ID	✓
Upload Docs	✓
Review	✓

REMINDERS HELP MY BRAIN AND KEEP ME ON TRACK. ♥

5 WRITE A CHECKLIST OR STEP-BY-STEP PLAN.

- MY FORM PLAN
- ☐ 1. Read the instructions
 - ☐ 2. Gather what I need
 - ☐ 3. Fill in each section
 - ☐ 4. Check everything
 - ☐ 5. Send or save it

HAVING A PLAN MAKES BIG TASKS FEEL SMALLER. ♥

6 ASK SOMEONE TO SIT WITH ME.

I DON'T HAVE TO DO THIS ALONE.

COMPANY CAN MAKE HARD THINGS EASIER AND LESS SCARY. ♥

7 BREAK FORMS INTO SMALL SECTIONS.

ONE PART AT A TIME IS MUCH EASIER.

SMALL SECTIONS. BIG PROGRESS. ♥

8 KEEP ID DOCUMENTS IN ONE PLACE.

I KNOW WHERE THEY ARE WHEN I NEED THEM. ♥

9 CELEBRATE ONE STEP DONE.

EVERY STEP COUNTS! I DID SOMETHING GOOD FOR ME! ♥

I'M PROUD OF MY EFFORTS. THAT'S WORTH CELEBRATING! ♥

I'VE GOT TOOLS, SUPPORT, AND A PLAN! ♥

I AM DOING MY BEST, AND THAT'S ENOUGH. I'VE GOT THIS. ♥

TODAY I CHOOSE:

- ♥ KINDNESS
- ♥ PATIENCE
- ♥ COURAGE
- ♥ SMALL STEPS

YOU ARE CAPABLE. ♥

SMALL STEPS STILL COUNT!

BIG FEELINGS ARE REAL.
SMALL STEPS ARE POWERFUL.
YOU DID IT! ♥



8DHD

BREATHE.
FOCUS.
KIND TO
YOUR MIND.
♥

★ LOOK AT WHAT I DID! ★

1 I FILLED IN A FORM! ONE QUESTION AT A TIME!	2 I ASKED FOR HELP! I DON'T HAVE TO DO IT ALONE!	3 I SET A REMINDER! FUTURE ME SAYS THANKS!	4 I POSTED PAPERWORK! OUT OF MY HANDS, IN THE RIGHT PLACE!	5 I SUBMITTED SOMETHING ONLINE! CLICKED SEND. I DID THE THING!	6 I ORGANISED MY FOLDER! LESS CLUTTER, MORE CLARITY!
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YOU DID SO MUCH! WE'RE SO PROUD OF YOU! ♥

YOU FACED THE HARD STUFF!

YOU TOOK ACTION!

YOU KEPT GOING!

YOU MADE THINGS BETTER!

YOU'RE GROWING!

INDEPENDENCE GROWS ONE STEP AT A TIME. ♥

TODAY I CHOOSE:
♥ COURAGE
♥ KINDNESS
♥ PATIENCE
♥ FOCUS
♥ SMALL STEPS

YOU'VE GOT THIS! ♥

I'M NOT PERFECT. I'M PROGRESSING. AND I'M PROUD OF ME. ♥

YOU TOOK SIX STEPS THIS TIME!
6
TOMORROW MIGHT BE ONE MORE. THAT'S HOW BIG CHANGE HAPPENS!

YOU'RE BUILDING YOUR LIFE. YOU'RE DOING AMAZING. KEEP GOING. ♥

THE END! ♥

SHOPPING AND COOKING CAN FEEL BIG!

LEARNING TO MANAGE MEALS AND SHOP ON MY OWN IS A BIG STEP— AND IT'S OKAY TO FEEL OVERWHELMED. ♥



I HAVE TO GO SHOPPING ALONE... CHOOSE THE RIGHT FOOD... REMEMBER EVERYTHING... AND COOK SAFELY? THAT'S A LOT! ♥

BREATHE. FOCUS. KIND TO YOUR MIND. ♥

SHOPPING LIST

- ☐ VEGGIES
 - ☐ FRUIT
 - ☐ PROTEIN
 - ☐ WHOLE GRAINS
 - ☐ SNACKS
- DON'T FORGET ANYTHING! ♥

EASY PASTA RECIPE

1. BOIL WATER
2. COOK PASTA
3. ADD SAUCE
4. STIR & ENJOY! ♥

SUPER SAVERS MARKET

FRESH DEALS!

★ HERE ARE SOME REASONS SHOPPING AND COOKING CAN FEEL OVERWHELMING: ★

1. GOING SHOPPING ALONE

WHAT IF I GET LOST? WHAT IF I FORGET SOMETHING IMPORTANT?

NEW PLACES AND BIG STORES CAN FEEL SCARY. ♥

2. CHOOSING THE RIGHT FOOD

WHAT FOOD IS HEALTHY? WHAT WILL I ACTUALLY LIKE? WHAT'S BEST FOR ME?

THERE ARE SO MANY CHOICES— IT'S HARD TO KNOW! ♥

3. REMEMBERING EVERYTHING

DID I GET EVERYTHING? WHAT DID I FORGET?

IT'S EASY TO FEEL LIKE I'LL MISS SOMETHING. ♥

4. COOKING SAFELY

WHAT IF I BURN SOMETHING? WHAT IF I CUT MYSELF? WHAT IF I DO IT WRONG?

THE KITCHEN HAS RULES— AND SAFETY MATTERS. ♥

★ MEET THE FEELING CREW! THEY'RE HERE TO HELP ME TAKE IT ONE STEP AT A TIME. ★ ♥

LUMPCLOUD

FEELS WORRIED IN NEW PLACES AND WHEN THINGS FEEL TOO BIG. ♥

PANIKIT

WORRIES ABOUT MAKING RIGHT CHOICES AND MAKING MISTAKES. ♥

FIZZLET

GETS OVERWHELMED TRYING TO REMEMBER EVERY LITTLE THING. ♥

REPLAYMOTH

REMEMBERS SAFETY RULES SO I CAN STAY SAFE AND CONFIDENT. ♥

TODAY IS THE FIRST STEP TOWARD MORE INDEPENDENCE! ♥

BIG TASKS BECOME SMALL WINS WHEN I TAKE IT ONE STEP AT A TIME.

♥ I'VE GOT THIS! ♥

TODAY I WILL:

- ♥ TRY MY BEST
- ♥ BE PATIENT WITH MYSELF
- ♥ ASK FOR HELP IF I NEED IT
- ♥ CELEBRATE MY PROGRESS! ♥

SHOPPING ALONE CAN FEEL TOO MUCH!

INDEPENDENT SHOPPING MEANS
MORE CHOICES, MORE DECISIONS,
MORE STIMULATION... AND MORE
FOR MY BRAIN TO MANAGE. ♥



JUST A QUICK
SHOP... HOW HARD
CAN IT BE?

OH RIGHT.
SO MANY
THINGS.

BREATHE.
FOCUS.
KIND TO
YOUR MIND. ♥

1. MAKING THE LIST



WHAT DO I
ACTUALLY NEED?
WHAT WILL I
FORGET?

SO MANY THOUGHTS BEFORE
I EVEN LEAVE THE HOUSE. ♥

2. TOO MANY CHOICES



WHICH ONE IS
BEST? HEALTHIEST?
CHEAPEST? YIKES!

DECISIONS, DECISIONS...
MY BRAIN GETS STUCK! ♥

3. BRIGHT LIGHTS



SO BRIGHT.
SO MUCH.
TOO MUCH.

MY BRAIN GETS TIRED
FROM ALL THE LIGHT. ♥

4. NOISY AISLES



BEEP! ANNOUNCEMENTS!
PEOPLE! TROLLEYS!
TOO LOUD!

THE NOISE PILES UP FAST. ♥

5. CAN'T FIND IT



WHERE IS IT?
I JUST NEED
ONE THING!

WASTING TIME MAKES
ME FEEL ANXIOUS. ♥

6. CHECKING PRICES



IS THIS A
GOOD PRICE?
SHOULD I
WAIT?

OVERTHINKING MONEY
ADDS EXTRA STRESS. ♥



8. SELF-CHECKOUT CONFUSION



WHICH BUTTON?
SCAN HERE? PAY
HOW? WHY WON'T
THIS WORK?!

TECH CONFUSION
MAKES ME PANIC. ♥

IT'S NOT LAZINESS.
IT'S NOT SILLY.
IT'S OVERWHELM.

MY BRAIN IS WORKING
EXTRA HARD TO HANDLE
SO MANY THINGS AT ONCE.

THESE THINGS ARE REAL.
MY FEELINGS ARE REAL.
AND IT'S OKAY. ♥

7. CARRYING IT ALL



HEAVY BAGS.
HEAVY FEELINGS.
I'M SO TIRED
ALREADY.

MY BODY GETS TIRED.
MY BRAIN GETS TIRED. ♥

★ MEET THE FEELING CREW: THEY SHOW UP WHEN SHOPPING FEELS LIKE TOO MUCH. ★

LUMPCLOUD



FEELS HEAVY,
TIRED, AND WANTS
TO GIVE UP. ♥

PANIKIT



WORRIES ABOUT
EVERYTHING.
WHAT IF? ♥

FIZZLET



BRAIN GOES
FAST AND GETS
OVERLOADED. ♥

REPLAYMOTH



REPLAYS MISTAKES
AND WHAT COULD
GO WRONG. ♥

NIGHTWAKER



STAYS ON HIGH
ALERT. NEVER
FULLY RELAXES. ♥

SORRYSprite



DOUBTS MYSELF
AND FEELS NOT
GOOD ENOUGH. ♥

REMEMBER:
YOU ARE NOT
ALONE. ♥

INDEPENDENT SHOPPING CAN FEEL TOO MUCH SOMETIMES.
IT'S OKAY TO FIND IT HARD. ♥
YOU ARE DOING YOUR BEST. ONE SMALL STEP AT A TIME. ★

YOU'VE GOT
THIS! ♥

SOMETIMES... THE WORDS GET STUCK

WHEN SHOPPING AND
COOKING FEEL TOO HARD.

FROM THE OUTSIDE,
IT MIGHT LOOK LIKE
I'M AVOIDING IT. ♥

BUT FROM THE INSIDE,
MY BRAIN HITS
PAUSE AND I FREEZE. ♥

I KNOW I NEED
TO ASK FOR HELP,
BUT THE WORDS
WON'T COME OUT
AND EVERYTHING
STARTS TO FEEL
TOO MUCH. ♥

BREATHE.
FOCUS.
KIND TO
YOUR MIND. ♥

★ I WANT TO DO ALL THE THINGS—BUT OVERWHELM CAN FREEZE ME IN PLACE. ★

1. STUCK AT SELF-CHECKOUT

WHY IS THIS
SO HARD
FOR ME?

Please scan
item.

2. WORRYING ABOUT GETTING HOME AND COOKING SAFELY

WHAT IF I GET HOME
AND CAN'T COOK?
WHAT IF I FORGET
SOMETHING
IMPORTANT? ♥

3. WORRYING ABOUT USING THE HOB / OVEN

IT'S HOT.
I COULD GET
HURT. WHAT IF
I DO SOMETHING
DANGEROUS? ♥

4. FORGETTING THE NEXT STEP

WAIT...
WHAT WAS
I DOING
AGAIN?

5. SCARED OF DOING SOMETHING WRONG

WHAT IF I
MESS IT UP?
WHAT IF
THEY THINK
I'M STUPID? ♥

★ INSIDE MY HEAD, MY FEELING CREW GET LOUD WHEN OVERWHELM TAKES OVER. ★

PANIKIT

FEARS I'LL
MAKE A BIG
MISTAKE. ♥

FIZZLET

ZIGZAGS THROUGH
MY THOUGHTS
SO FAST. ♥

REPLAYMOTH

PLAYS EVERY
POSSIBLE WHAT IF
OVER AND OVER. ♥

LUMPCLOUD

MAKES EVERYTHING
FEEL HEAVY AND
IMPOSSIBLE. ♥

NIGHTWAKER

WATCHES FOR
DANGER AND
KEEPS ME ALERT. ♥

SORRYSprite

FEELS GUILTY FOR
NOT BEING GOOD
ENOUGH. ♥

★ SMALL STEPS. BIG DIFFERENCE. ★ ★

ASKING FOR HELP
IS BRAVE. ♥

SCANNING ONE ITEM
AT A TIME. ♥

A SIMPLE MEAL IS
STILL A MEAL. ♥

IT'S OKAY TO CHECK
THE RECIPE. ♥

PAUSE. BREATHE.
NEXT STEP. ♥

I CAN DO HARD
THINGS. ♥

THIS IS
THE PART
WHERE YOU
GROW! ♥

OVERWHELM CAN MAKE BIG THINGS FEEL IMPOSSIBLE,
BUT SMALL STEPS MAKE THEM POSSIBLE. ♥

★ YOU'VE GOT THIS, AND YOU'RE NOT ALONE. ★

WHAT HELPS ME FEEL SAFER.

SHOPPING AND COOKING INDEPENDENTLY CAN FEEL BIG... BUT I CAN DO IT WITH SUPPORTS THAT MAKE A BIG DIFFERENCE.

I CAN TAKE SMALL STEPS, USE MY TOOLS, AND CELEBRATE EACH ONE!

BREATHE. FOCUS. KIND TO YOUR MIND.

★ SHOP SMARTER, NOT HARDER ★ EVERY TOOL HELPS ME FEEL MORE IN CONTROL.

1 SHOP AT A QUIETER TIME.

EARLY MORNING OR LATER IN THE EVENING WORKS BEST FOR ME.

2 MAKE A SHORT, CLEAR SHOPPING LIST.

MY LIST:
☒ MILK
☐ BREAD
☐ EGGS
☐ YOGURT
☐ BANANAS

3 BUY FAMILIAR FOODS FIRST.

STICK TO WHAT I KNOW AND LIKE.

4 USE PHOTOS OR AISLE NOTES.

PHOTOS
 AISLE GUIDE:
 • FRUIT & VEG
 • DAIRY
 • BAKERY
 • PASTA SAUCE
 • CANNED

EVERY SHOP IS A WIN WHEN I GET WHAT I NEED.

5 ASK FOR HELP IF I NEED IT.

IT'S OKAY TO ASK.

6 USE A BASKET, NOT A BIG TROLLEY.

SMALLER FEELS EASIER TO MANAGE.

★ COOKING STEP BY STEP ★ TOOLS AND ROUTINES HELP ME COOK SAFELY.

1 CHOOSE EASY MEALS.

SIMPLE MEALS MEAN LESS STRESS AND MORE SUCCESS.

2 READ ONE RECIPE STEP AT A TIME.

RECIPE:
 1 PREP
 2 COOK
 3 SERVE

ONE STEP. FOCUS. DONE.

3 USE TIMERS.

TIMER ON. WORRIES OFF.

4 USE OVEN GLOVES OR MITTS.

HOT STUFF? I'VE GOT THIS.

5 USE AIR FRYER OR ONE-PAN MEALS.

LESS MESS. LESS STRESS. YES PLEASE!

6 DOUBLE-CHECK THE HOB IS OFF.

CHECK. CHECK. PEACE OF MIND.

7 KEEP A CALM KITCHEN SPACE.

CLEAR COUNTERS = CLEAR MIND.

8 TASTE, CHECK, AND TRUST YOU.

I KNOW MY FOOD. I TRUST ME.

9 CELEBRATE ONE STEP DONE!

I DID A THING!

SMALL CHECKLIST:

- ☒ HOB IS OFF
- ☒ WINDOWS CLOSED
- ☒ HANDLES IN
- ☒ TOWEL NEARBY
- ☒ TIMERS READY

YOU CAN DO HARD THINGS!

LUMPCLOUD



I'M HERE TO REMIND YOU IT'S OKAY TO TAKE IT SLOW.

PANIKIT



YOU'VE GOT PLANS, TOOLS, AND COURAGE!

FIZZLET



FOCUSING ON WHAT MATTERS WORKS!

REPLAYMOTH



YOU'RE BUILDING CONFIDENCE EVERY DAY.

NIGHTWAKER



STAY ALERT, STAY SAFE, YOU'VE GOT THIS.

SORRYSprite



BE KIND TO YOURSELF - ALWAYS.

I AM CAPABLE. I AM SAFE. I AM GROWING.

YOU HAVE TOOLS. YOU HAVE PLANS. YOU HAVE YOU. KEEP GOING. YOU'VE GOT THIS!

SMALL STEPS STILL COUNT!

SHOPPING AND COOKING FOR MYSELF SHOWS THAT INDEPENDENCE GROWS ONE STEP AT A TIME! ♥



I CAN TAKE CARE OF THE LITTLE THINGS—and THEY ADD UP TO BIG WINS! ★ ★

1. PLAN AHEAD A SHORT LIST KEEPS IT SIMPLE! SHOPPING LIST: • PASTA • TOMATO SAUCE • CHEESE • SALAD • BREAD ♥ I MAKE A LIST AND STICK TO WHAT I NEED.	2. GO SHOPPING I CAN DO THIS! I FIND WHAT I NEED AND KEEP GOING.	3. PAY AT CHECKOUT I KNOW WHAT TO DO. I PAY, SAY THANK YOU, AND FEEL PROUD ♥	4. CARRY IT HOME I'VE GOT THIS! I CARRY MY OWN BAGS. ONE STEP AT A TIME.	5. GET READY I READ THE LABELS AND FOLLOW THE PLAN. I WASH, MEASURE, AND GET EVERYTHING READY.
6. COOK SAFELY LOW HEAT, STIR OFTEN, STAY SAFE. I COOK WITH CARE AND FOLLOW THE STEPS.	7. USE A TIMER TIMERS HELP ME STAY ON TRACK. I SET A TIMER SO I DON'T GUESS. ♥	8. TURN IT OFF OFF MEANS OFF. SAFETY COMES FIRST. I TURN OFF THE HOB AND CHECK IT'S COOL.	9. ENJOY MY MEAL I MADE THIS! I SIT DOWN, TAKE A BREATH, AND ENJOY MY FOOD. ♥	10. FEEL PROUD I DID IT! I'M SO PROUD OF MYSELF! I CELEBRATE EVERY WIN. BIG OR SMALL! ♥

THE FEELING CREW IS SO PROUD OF YOU! YOU'RE SHOWING WHAT YOU'RE MADE OF! ★ ★

LUMPCLOUD LIGHTER EACH DAY. MORE YOU. ♥	PANIKIT WORRIES SHRINK WHILE CONFIDENCE GROWS! ♥	FIZZLET FOCUSED STEPS LEAD TO BIG FREEDOM! ♥	REPLAYMOTH EVERY GOOD CHOICE BUILDS A BRIGHTER TOMORROW! ♥	NIGHTWAKER SHARP MIND. SAFE CHOICES. STRONG YOU. ♥	SORRYSprite KIND TO SELF. KIND TO OTHERS. ALWAYS ENOUGH. ♥
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INDEPENDENCE GROWS ONE STEP AT A TIME. ♥

I'M PROUD OF HOW FAR I'VE COME AND OF WHO I'M BECOMING. ♥

TODAY I CHOOSE:
♥ TO KEEP TRYING
♥ TO BE KIND TO ME
♥ TO LEARN AND GROW
♥ TO TRUST MYSELF
♥ TO DREAM BIG ♥

YOU ARE CAPABLE. YOU ARE DOING GREAT. YOU'VE GOT THIS! ♥

ONE STEP AT A TIME

8DHD

YOUR JOURNEY IS YOURS AND IT MATTERS. ★

KEEP GOING. YOU'VE GOT THIS! ♥

THE END! ♥

LEARNING TO DRIVE AND DRIVING INDEPENDENTLY CAN FEEL BIG!

THERE IS SO MUCH TO LEARN... ROADS, RULES, SIGNS, PEDALS... WHAT IF I GET IT WRONG?

BREATHE. FOCUS. ONE STEP AT A TIME.

FROM THE OUTSIDE, LEARNING TO DRIVE AND DRIVING INDEPENDENTLY CAN LOOK SIMPLE. ♥

BUT FROM THE INSIDE... IT CAN FEEL LIKE A HUGE DEAL! ♥

MEET THE FEELING CREW!

THEY SHOW UP INSIDE TO HELP YOU HANDLE THE BIG FEELINGS THAT COME WITH LEARNING TO DRIVE. ♥



LUMPCLOUD

BRINGS HEAVY WORRIES LIKE: "WHAT IF I MAKE A MISTAKE?" "WHAT IF I HAVE AN ACCIDENT?"



PANIKIT

WORRIES ABOUT THINGS GOING WRONG: "WHAT IF I STALL?" "WHAT IF I FORGET A RULE?"



FIZZLET

BZZZES WITH OVERTHINKING: "WHAT IF THERE'S TOO MUCH TRAFFIC?" "WHAT IF I FREEZE?"



REPLAYMOTH

PLAYS PAST MISTAKES OVER AND OVER: "I SHOULD HAVE DONE THAT DIFFERENTLY."



THIS IS THE START!

ONE STEP, ONE LESSON, ONE DRIVE AT A TIME—
YOU'VE GOT THIS! ♥ ☆ ★ ☆ ☆

DRIVING LESSONS CAN FEEL TOO MUCH!

SO MANY NEW THINGS.
SO MUCH PRESSURE.
IT CAN FEEL
OVERWHELMING! ❤️

I KNOW I NEED TO
LEARN... BUT WHY
DOES IT FEEL LIKE
TOO MUCH? ❤️

BREATHE.
FOCUS.
KIND TO
YOUR MIND. ❤️

★ HERE ARE 8 THINGS THAT CAN MAKE DRIVING LESSONS FEEL OVERWHELMING: ★

1

MEETING THE INSTRUCTOR

NEW PERSON.
NEW DYNAMIC.
WHAT IF I
MESS UP? ❤️

NICE TO
MEET YOU!

2

ADJUSTING SEAT & MIRRORS

GETTING
COMFY TAKES
TIME... AND
THERE'S A LOT
TO CHECK! ❤️

3

REMEMBERING THE CONTROLS

CLUTCH, BRAKE,
GAS, GEARS,
INDICATORS,
HANDBRAKE...
TOO MUCH TO
THINK ABOUT! ❤️

1 3 5
2 4 R

4

MOVING OFF

FINDING THE
BITING POINT,
NOT ROLLING
BACK, KEEPING
IT SMOOTH...
AHH! ❤️

AM I
STALLING?!

5

TRAFFIC LIGHTS

DECIDING WHEN
TO GO... WHAT IF
I HESITATE TOO
LONG? ❤️

YELLOW!
GO? STOP?
WHAT DO I
DO?!

6

ROUNDBABOUTS

WHICH LANE?
WHO HAS
RIGHT OF WAY?
EVERYTHING
FEELS FAST! ❤️

IT'S
SPINNING
IN MY
HEAD!

7

PARKING

JUDGING THE SPACE,
STEERING RIGHT,
NOT TOO CLOSE,
NOT TOO FAR...
SO MANY
RULES! ❤️

WILL I
FIT?!

8

FEAR OF STALLING OR GETTING BEEPED

WHAT IF I HOLD
SOMEONE UP?
I JUST WANT TO
DO WELL! ❤️

PLEASE DON'T
BEEP. PLEASE
DON'T BEEP.

BEEP!

IT'S A LOT
FOR ANYONE
TO HANDLE—
ESPECIALLY
AT FIRST! ❤️

★ YOUR FEELING CREW GETS IT. YOU'RE NOT ALONE. ★

LUMPCLOUD

NEW SITUATIONS
FEEL HUGE.
IT'S OKAY TO
TAKE TIME. ❤️

PANIKIT

I KNOW THAT
PANIC FEELING.
IT SUCKS, BUT IT
DOESN'T LAST! ❤️

FIZZLET

PRACTICE MAKES
PROGRESS.
ONE TRY AT A
TIME! ❤️

REPLAYMOTH

YOU'LL LOOK BACK
AND SEE HOW
FAR YOU'VE
COME! ❤️

WORRYPUP

IT'S NORMAL TO
WORRY. YOU'RE
STILL GOOD AT
THIS. ❤️

SORRYSprite

EVERYONE STARTS
SCARED. YOU'RE
STILL BRAVE. ❤️

NIGHTWAKER

YOU HAVE MORE
STRENGTH THAN
YOU THINK. ★

HERE'S
THE TRUTH:

DRIVING IS A SKILL. SKILLS TAKE TIME TO GROW.
YOU CAN LEARN ONE STEP AT A TIME.

YOU'VE GOT THIS! ❤️

BREATHE.
FOCUS.
KEEP GOING.
YOU'RE DOING
AMAZING. ❤️

SOMETIMES... THE WORDS GET STUCK.

DRIVING CAN FEEL LIKE
TOO MUCH. TOO FAST.
TOO LOUD. TOO MANY
THOUGHTS. ♡

I KNOW I CAN
DO THIS... BUT RIGHT
NOW MY BRAIN
FEELS LIKE IT
FROZE. ♡

MIRRORS, SIGNAL,
CLUTCH DOWN, FIND
THE GAP, MOVE OFF,
CHANGE UP, WATCH
THE SPEED— ♡

LEARNER DRIVER
PLEASE BE PATIENT ♡

TOO MANY INSTRUCTIONS!



TOO MANY PEOPLE.



TOO MANY CHOICES.



LEFT OR RIGHT?!



AND THEN... THE SHAKE.



★ MEET THE FEELING CREW! THEY GET LOUD WHEN IT'S TOO MUCH. ★

LUMPCLOUD



PANIKIT



FIZZLET



REPLAYMOTH



NIGHTWAKER



AFTER THE LESSON...



BEATING MYSELF UP...



AVOIDING...



SHUTTING DOWN...



GOOD NEWS!
YOU'RE NOT
BAD AT DRIVING—
YOU'RE HUMAN.
OVERWHELM IS
NOT A FAILURE.



START SMALL:

- ♡ ONE LESSON
- ♡ ONE ROUTE
- ♡ ONE MANOEUVRE
- ♡ ONE WIN

8DHD

SMALL
STEPS
= BIG
PROGRESS

YOU'RE LEARNING. YOU'RE GROWING. YOU'RE DOING AMAZING.
KEEP GOING. YOU'VE GOT THIS!

WHAT HELPS ME FEEL SAFER.

DRIVING CAN FEEL BIG...
BUT I CAN USE TOOLS THAT
HELP ME FEEL IN CONTROL.

I PREPARE.
I PRACTICE.
I PROGRESS.
I'VE GOT THIS!

8DHD

1 SEAT-MIRROR-SEATBELT!

BEFORE I SET OFF,
I CHECK:

- ✓ SEAT
- ✓ MIRRORS
- ✓ SEATBELT

SMALL CHECKS.
BIG DIFFERENCE.

2 SHORT THEORY PRACTICE SESSIONS.



I DON'T NEED TO KNOW
EVERYTHING AT ONCE.

3 CHOOSE QUIET TIMES AND QUIET ROUTES.

QUIET TIMES =
CALMER MIND

LOW TRAFFIC
= LESS STRESS

I GIVE MYSELF THE
BEST CHANCE TO SUCCEED.

4 ASK MY INSTRUCTOR TO SLOW DOWN OR REPEAT.

CAN WE
SLOW DOWN
A BIT?

IT'S OKAY TO SPEAK UP.
IT HELPS ME LEARN.

I DON'T HAVE TO RUSH.

★ ONE STEP ONE

DRIVE. ONE WIN.

I'M BUILDING SKILLS.
NOT JUST MILES.

5 PRACTICE ONE MANŒUVRE AT A TIME.

TODAY:
♥ CLUTCH CONTROL
♥ SPEED
♥ ROUNDABOUTS
ONE FOCUS
WORKS BEST

MASTER LITTLE STEPS,
THEN BUILD MORE.

6 PARK IN AN EMPTY CAR PARK.

MY SPACE.
MY PACE.
MY PRACTICE.

PRACTICE MAKES ME
FEEL MORE CONFIDENT.

7 PLAN MY ROUTE BEFORE I SET OFF.

KNOWING
THE PLAN
MAKES ME
FEEL READY!

PLAN:
♥ START
♥ ROUTE
♥ PARKING
♥ BACK-UP
OPTION

I CAN ADAPT IF THINGS
CHANGE. I'VE GOT THIS!

8 USE SATNAV TO REDUCE WORRY ON THE ROAD.



CLEAR
DIRECTIONS =
LESS STRESS!

FOCUS ON DRIVING.
NOT GUESSING.

9 TAKE CALM BREATHS WHEN I NEED TO.

BREATHE IN...
HOLD...
BREATHE OUT...
I'M OKAY.
I CAN DO THIS.

CALM BREATHS HELP
ME STAY IN CONTROL.

10 USE P PLATES AFTER PASSING IF IT HELPS.

I'M A NEW
DRIVER.
I'M PROUD
AND I'M
LEARNING!

IT'S OKAY TO TAKE EXTRA TIME.
SAFETY COMES FIRST.

I HAVE TOOLS.
I HAVE PRACTICE.
I HAVE SUPPORT.
I HAVE ME.

CONFIDENCE
AHEAD

KEEP GOING!

YOU CAN DO THIS!
I'M SO PROUD OF ME.

I'M LEARNING. I'M GROWING. I'M DRIVING MY FUTURE.

8DHD

SMALL STEPS STILL COUNT!

LEARNING TO DRIVE AND BECOMING MORE INDEPENDENT HAPPENS ONE SMALL STEP AT A TIME.

LOOK HOW FAR I'VE COME! EVERY STEP COUNTS. I'M PROUD OF ME!

BREATHE. FOCUS. DRIVE SAFE. YOU'VE GOT THIS!

I'VE GOT THIS

1 BOOKED A LESSON!

FIRST STEP DONE!
LESSON BOOKED!

I TOOK ACTION AND MADE A PLAN.

2 SAT IN THE CAR!

I CAN DO THIS!

I GOT COMFORTABLE BEING IN THE DRIVER'S SEAT.

3 CHECKED MIRRORS AND SIGNALS!

AWARE AND IN CONTROL.

I STAY AWARE AND KEEP EVERYONE SAFE.

4 STARTED THE CAR!

BREATHE. FOCUS. GO!

I TOOK A DEEP BREATH AND JUST STARTED.

5 PRACTISED PARKING!

PRACTICE MAKES PROGRESS!

I KEEP PRACTICING AND I'M GETTING BETTER.

6 DROVE A FAMILIAR ROUTE!

I KNOW THIS ROAD!

I BUILT CONFIDENCE BY STICKING TO MY ROUTE.

7 ASKED FOR HELP!

THANK YOU FOR YOUR SUPPORT!

I'M NOT AFRAID TO ASK. IT MAKES ME STRONGER.

8 USED MY SATNAV!

FOLLOW THE ROUTE AND KEEP GOING!

I USE TOOLS THAT HELP ME SUCCEED.

9 ARRIVED SAFELY!

I MADE IT! SAFE AND SOUND!

EVERY ARRIVAL IS A WIN I CAN CELEBRATE.

10 FELT PROUD OF ME!

LOOK AT WHAT I CAN DO!

I'M LEARNING, GROWING AND SO PROUD OF ME.

★ MEET THE FEELING CREW! ★

THEY'RE CHEERING YOU ON EVERY STEP OF THE WAY!

LUMPCLOUD
I REMEMBER IT'S OKAY TO TAKE THINGS SLOW.

PANIKIT
I HANDLE NERVES ONE BREATH AT A TIME.

FIZZLET
PRACTICE TURNS WOBBLES INTO WINS!

REPLAYMOTH
I LEARN FROM EVERY JOURNEY AND GROW STRONGER.

NIGHTWAKER
I STAY FOCUSED, EVEN WHEN IT'S HARD.

SORRYSprite
I'M KIND TO MYSELF. PROGRESS NOT PERFECTION.

REMEMBER:
♥ BREATHE.
♥ FOCUS.
♥ DRIVE SAFE.
♥ BE KIND TO YOUR MIND.
♥ YOU'VE GOT THIS!

8DHD+

LOOK BACK. BE PROUD. LOOK AHEAD. BELIEVE!

I'M NOT JUST LEARNING TO DRIVE... I'M LEARNING TO TRUST MYSELF. I'M GROWING. I'M BECOMING INDEPENDENT. I'VE GOT THIS!

INDEPENDENCE GROWS ONE STEP AT A TIME.

KEEP GOING, YOU'VE GOT THIS!

THE END!

BIG STEPS START WITH SMALL STEPS!



This comic pack is your guide to the **first steps** toward **independence**. From money and calls to paperwork, shopping, cooking, and driving—each comic breaks big tasks into **small, manageable steps**. It's okay to feel overwhelmed. You're not alone. You've got this! ♥

INSIDE, YOU'LL FIND COMICS ABOUT:

MONEY Budgeting, bank accounts, and smart money moves.	CALLS Making calls, leaving messages, and getting what you need.	PAPERWORK Forms, IDs, deadlines, and staying organized.	SHOPPING Planning, lists, deals, and shopping with confidence.	COOKING Easy meals, kitchen basics, and feeding yourself well.	DRIVING Licences, rules, safety, and getting where you need to go.
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MEET THE FEELING CREW!

Your feelings matter. They're here to help you through the ups, downs, and everything in between.



- REMEMBER:**
- ☒ PROGRESS OVER PERFECTION
 - ☒ ASK FOR HELP
 - ☒ CELEBRATE SMALL WINS
 - ☒ BE KIND TO YOURSELF

**SMALL STEPS
STILL COUNT.**



YOU'VE GOT THIS.

♥ BREATHE. FOCUS. ONE STEP AT A TIME. ♥