

REX

LOW SELF-ESTEEM
DEPENDENT
IMPRESSIONABLE
VULNERABLE



“ I’VE JUST GOT TO KEEP IT TOGETHER. I WANT TO SEE MY KIDS AGAIN ”

Age: 48
Occupation: Unemployed
Education: Secondary & Apprenticeship
Location: Millgrove
Family status: Separated, two adult children, living in an SRS
Nationality: Anglo Australian
Health:
• Substance use (alcohol)
• Heavy smoker
• Poor nutrition and low physical exercise

KEY FINDINGS FOR REX

SERVICE NEEDS

- ‘Hand-holding’ support to access the system and get services
- Consistency of staff and services
- To be heard and understood – and to feel like he has some power
- Staff who are experienced, flexible and persevering
- Services that are local and easy to access

GOALS

- Reduce isolation
- Reconnect with my kids
- Support with managing other services I am accessing
- Gain a sense of purpose and independence

FEARS & FRUSTRATIONS

- Constant change (services, staff, rosters etc)
- Too many options provided and overload of information
- Lack of assertiveness/ proactivity

I NEED PEOPLE WHO TAKE THE TIME TO LISTEN TO ME AND HELP ME WORK THINGS OUT.

I NEED STAFF WHO DON’T GIVE UP ON ME EVEN WHEN I’M BEING DIFFICULT.

TRUST

I NEED A GOOD TEAM OF PEOPLE LOOKING OUT FOR ME.

I NEED TO KNOW ‘WHO’S WHO’ AND HOW THE SYSTEM WORKS FOR ME.

I WANT TO DO STUFF I ENJOY THAT GETS ME OUT AND ABOUT.

(CHOICE & CONTROL)

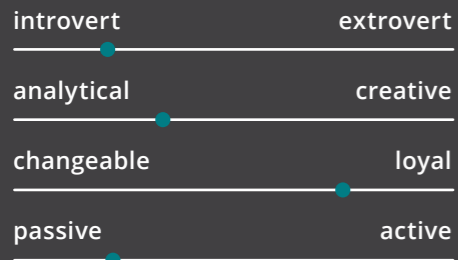
KEEP ME IN THE LOOP. I GET EDGY WHEN I DON’T KNOW WHAT’S GOING ON.

GIVE IT TO ME IN PLAIN ENGLISH – HELP ME UNDERSTAND.

I NEED HELP GETTING MY HEAD AROUND THIS WHOLE NDIS THING!

COMMUNICATION

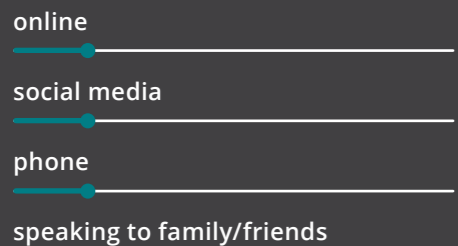
PERSONALITY



TECH USAGE



PREFERRED CHANNELS



other services/referrals

INCOME LEVEL



BIO

G’day, I’m Rex. I’m 48-years old and I currently live in an SRS. I’ve been there a while. It’s alright, but a lot of stuff goes down and I’d like to get out of there at some point.

I’ve got two kids, but they’re grown up and don’t speak to me anymore. My marriage ended about 10 years ago and they gave up on me a few years later.

I am on a disability pension. After I pay for rent I barely have enough money left to buy smokes let alone anything else. Some of the other residents whinge about my drinking and smoking... but what am I going to do? I can’t afford anywhere else to live.

I have been told I am entitled to services through something called the NDIS because I have a mental illness. I want to find out more about it, but have no idea where to start. I’d really like to spend less time sitting around the SRS and do some other stuff. It’d be really nice to talk to my kids again.

This persona was adapted from

