

# 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)

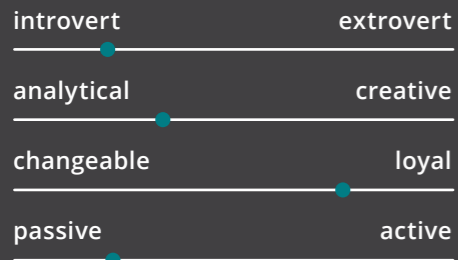
KEEP ME IN THE LOOP. I GET EDGY WHEN I DON’T KNOW WHAT’S GOING ON.

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

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

COMMUNICATION

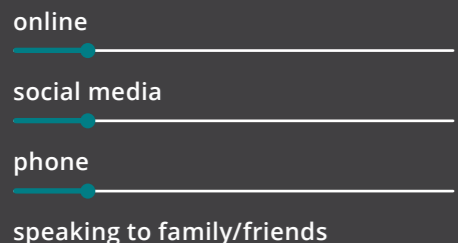
### PERSONALITY



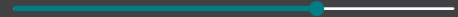
### TECH USAGE



### 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.

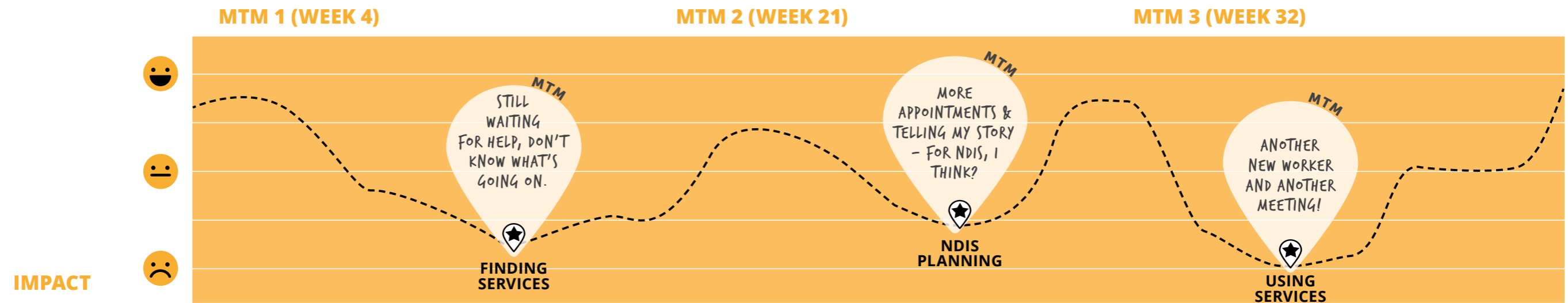
I am on a disability pension. After I pay for rent I barely have enough money left to buy smokes let alone anything else. Some of the other residents whinge about my drinking and smoking... but what am I going to do? I can’t afford anywhere else to live.

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



# SUMMARY OF MOMENTS THAT MATTER (MTM) FOR REX



## Individual



- Increased risk of disengaging.
- Increased alcohol use which could lead to eviction/homelessness & police involvement.
- Reduced trust in system and all involved.
- Confusion about what all the different appointments are for.
- Concerned about having to pay for appointments/reports.
- Frustrated about having to retell his story.
- Increased chaos in Rex's life due to his confusion about who is who and who does what.
- Risk of Rex declining NDIS – it is not meeting his expectations. He thought he would have more control (over finances).

## Support Network



- Additional management required of Rex.
- Additional administrative time.
- Dealing with personal stress caused by working with Rex or monitoring his behaviour.
- Workers require a strong knowledge of the NDIS and its processes in order to keep Rex adequately informed and supported.
- Additional administrative time.
- Lack of support due to absence of 'care team'.
- Confusion amongst workers if not working as a team.

## System



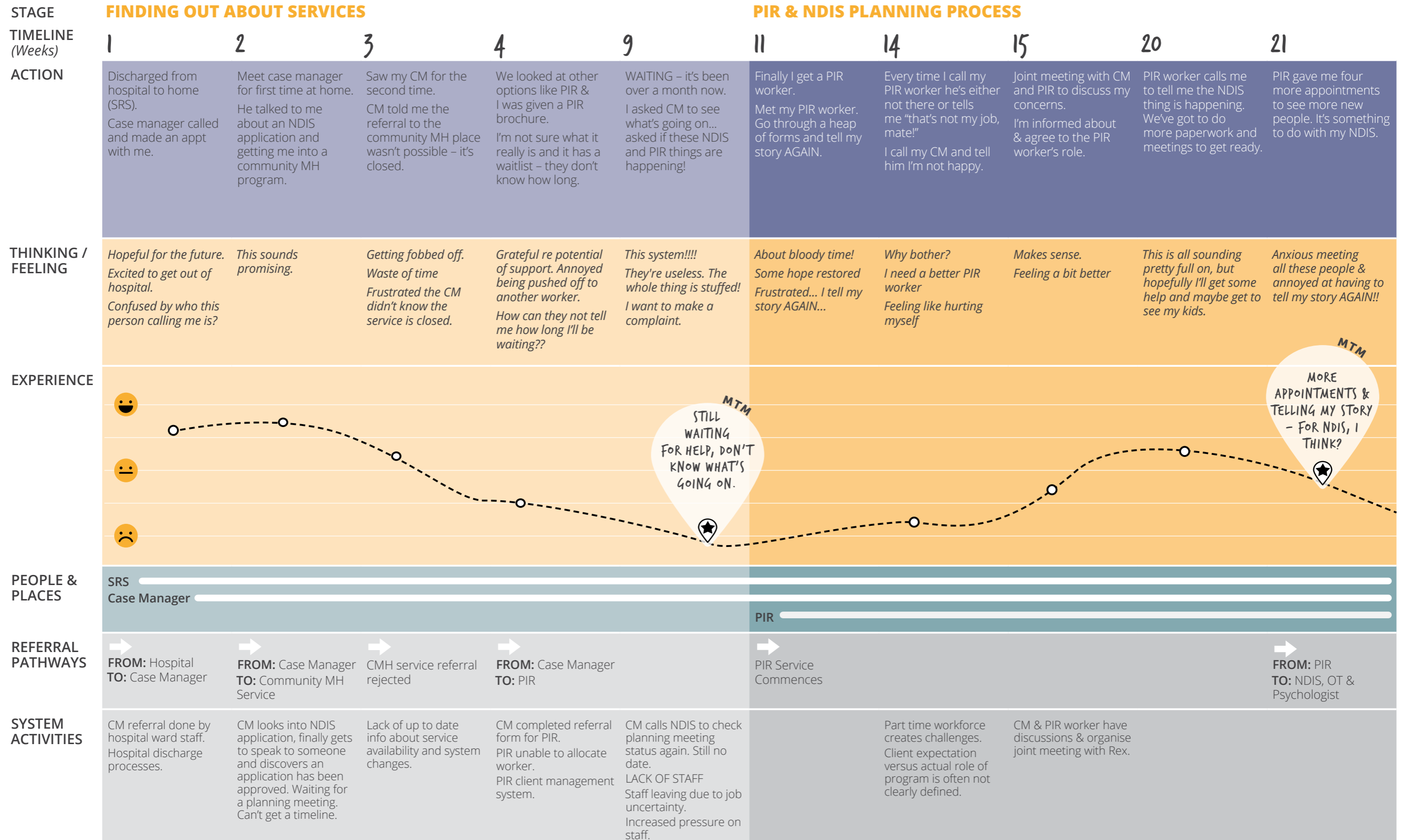
- Reduced quality of care due to system pressures and inefficiencies.
- Increased use of additional services including MH hospitalisation.
- Affects of alcohol use on physical health resulting in use of PH services.
- Increased risk of homelessness.
- Use of additional services required to develop an NDIS application and plan.
- Impact on MH services and resources when a client who is eligible for NDIS is not accessing services through NDIS.
- Duplication of information – multiple client records and system.
- Duplication of resources and information.

# REX'S JOURNEY

## SCENARIO

Rex has an extensive history of mental illness which is exacerbated by his substance use (alcohol). Rex's drinking has at times made his housing situation extremely tenuous. His use of alcohol and chronic smoking mean he often has little money left for anything else. At times this leads to him pestering other residents for smokes.

Rex has recently been discharged after a hospital admission. While in hospital, he underwent a change in medication which has assisted in reducing his hallucinations. Rex requires assistance with a range of needs including accessing the NDIS. Rex says he would like to get out more and connect with the community, and would also like to have contact with his estranged children.





STAGE	PIR & NDIS PLANNING PROCESS (CONTINUED)			USING THE PLAN & SERVICES						
TIMELINE (Weeks)	23	25	26	28	30	32	34	38	40	42
<b>ACTION</b>	Appt with psychologist Psych gave me a letter. Gave it to PIR.	A lady (OT) turned up to do cooking with me @ home. Something to do with NDIS. PIR says I have a planning meeting – whatever that is!??!	PIR worker picks me up & takes me to planning meeting (3 hrs) He takes in a suitcase of info – all about me! NDIS said they will pay for everything.	PIR says plan has come in. I get a bit of paper. I'm told I still can't access services or money.	My PIR contacts me and tells me we're finished – he can't help me anymore. Apparently they're finding me a new person (support co-ord) and they'll be taking over. And there's still no news on my NDIS money!	I meet my new Support Coordinator. She tells me we are having ANOTHER meeting to work out how to use my NDIS money.	We go to a meeting with the NDIS. They tell me what I can get for the money I have. We fill out a heap more paperwork. I'm told I still have to wait.	I call the SC lady to see what's going on. She tells me she is getting all the service quotes together.	We have another meeting and she tells me what she has come up with, and gets me to sign a heap of forms.	I'm starting to attend the community MH place. I'm doing the music. This is all I wanted a year ago when I got out of hospital.
<b>THINKING / FEELING</b>	<i>Nervous – what will they be like? Will they tell me what to do? So overwhelmed with all these assessments. Why do they make everything so hard?</i>	<i>Enjoyed the cooking. Would do that again. Anxious. What questions do they ask? How long will the meeting be??</i>	<i>The meeting was so exhausting! She was nice, but said she used to be a physio and doesn't know much about MH. Awesome – what can I buy??</i>	<i>This is pretty good – I might get to actually do some stuff. I can see all the money in the plan and I want to spend it right now!</i>	<i>What a waste of time! The system is stuffed! It's my money &amp; my life.</i>	<i>What?? What did I do?? I don't want to meet a new worker!</i>	<i>Annoyed at having to wait AGAIN for support. So many bloody forms!</i>	<i>She sounds on to it at least, but this is taking forever! How hard can it be? Better bloody be worth it!</i>	<i>I feel like I just signed my life away with all those forms. It sounds ok though – some stuff to get me out of the house.</i>	<i>Happy with the music group. Back to where I started before NDIS.</i>
<b>EXPERIENCE</b>										
<b>PEOPLE &amp; PLACES</b>	SRS Case Manager PIR	NDIS Planner		SC			NDIS Services			
<b>REFERRAL PATHWAYS</b>				 FROM: PIR TO: Support Coordinator			 TO: Other supports (cleaners, gardeners)			
<b>SYSTEM ACTIVITIES</b>	Information sent to NDIS NDIS database			PIR worker sends referrals, makes several calls re: waitlists System changes – PIR service closes down			Lack of visibility of NDIS processes and waitlists.		NDIS services Client Management Systems / Database	