

# CHRISSY

“ I WANT TO HAVE A BETTER LIFE AND BE A GOOD MUM ”

**Age:** 28  
**Occupation:** Unemployed  
**Education:** Secondary (Completed Year 10)  
**Location:** Ferntree Gully  
**Family Status:** Single mum, living with her two children  
**Nationality:** Anglo Australian  
**Health:**

- Childhood trauma
- Substance use (alcohol)
- Overweight – feels like it is due to her medication

CONFRONTING  
 IMPULSIVE  
 LACK OF INSIGHT  
 IMPATIENT



## KEY FINDINGS FOR CHRISSY

### SERVICE NEEDS

- Experienced staff (must be female)
- Very high flexibility – “ I need services that can fit around my lifestyle”
- Family-centred – “Parenting is hard and I don’t want to lose my kids”

### GOALS

- Have stability and security in my life
- Have ongoing support (emotional, financial)
- Have a better life (now)

### FEARS & FRUSTRATIONS

- Inconsistent staff
- Being challenged or questioned
- Strict boundaries
- Emotional vulnerability during therapy
- I want to see a psychologist for as long as I want
- Lack of flexibility in services

PROVE YOURSELF TO ME – I’VE BEEN IN THIS SYSTEM A LONG TIME!

RECOGNISE THAT I’M A GOOD MUM – PROTECT MY KIDS AND ME, AND KEEP US TOGETHER.

TRUST

I ONLY WANT FEMALE WORKERS.

I NEED SERVICES THAT ARE FLEXIBLE AND FAMILY FRIENDLY.

I WANT TO BE ABLE TO SEE MY PSYCH AS OFTEN AS I WANT.

CHOICE & CONTROL

DON’T OVERLOAD ME WITH INFORMATION I DON’T NEED – I WON’T READ IT!

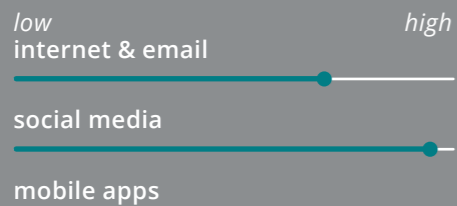
MAKE SURE THE INFO I NEED IS THERE WHEN I NEED IT, IS EASY TO UNDERSTAND, AND SIMPLE TO ACCESS.

COMMUNICATION

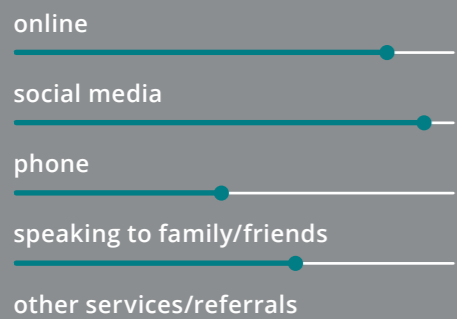
### PERSONALITY



### TECH USAGE



### PREFERRED CHANNELS



### INCOME LEVEL



### BIO

Hi, I’m Chrissy. I’m a single mum living in Ferntree Gully with my two kids who are 5 and 7 years old. I’m currently unemployed and have been in and out of jobs for the last 10 years.

I have had mental health issues since I was in my late teens. In the past, I’ve had support from a number of different places, but no one is helping me at the moment.

My mum lives nearby but we had a big fight recently, so I’m not talking to her much at the moment. She is always trying to tell me how to parent my kids. I was seeing a guy for a while but we broke up a couple of months ago. My friends are too busy with their own issues. I feel really alone.

This persona was adapted from

