

MEL

“ I DON'T KNOW WHAT TO DO... I CAN'T COPE WITH THIS ANYMORE ”

- Age:** 22
- Occupation:** Student
- Education:** Secondary. Enrolled in TAFE course.
- Location:** Box Hill
- Family Status:** Single. Youngest of 4 children.
- Nationality:** Vietnamese (second generation)
- Health:**
 - Substance use (marijuana)
 - Increasing paranoia and depression
 - Agoraphobia
 - Poor diet
 - Isolation

ANXIOUS
OVERWHELMED
DEPENDENT
VULNERABLE

KEY FINDINGS FOR MEL

SERVICE NEEDS

- Feeling safe and that there are people who I can contact who will care about me
- Confidentiality and discreetness – “My family cannot know about this”
- That they will help me get better – “I feel like I’m starting to lose my mind”

GOALS

- Get through this without my family finding out
- Develop better ways of coping
- Stop smoking and cutting
- Feel confident to leave the house
- Get back to attending TAFE and finishing studies

FEARS & FRUSTRATIONS

- Being judged on her self harming behaviour
- Feeling like she might get lost in the system – sent from one place to another
- Feeling pressured to “just get better”

DON'T TELL ANYONE. MY PARENTS CAN'T FIND OUT & I DON'T WANT MY HOUSEMATES TO THINK I'M CRAZY.

DO PEOPLE REALLY KNOW WHAT TO DO AND DO THEY WANT TO HELP ME?

DON'T LEAVE ME ALONE IN THIS.

TRUST

TELL ME WHAT MY OPTIONS ARE AND HELP ME TO WORK THINGS OUT.

I CAN'T MAKE PHONE CALLS OR GO TO NEW PLACES ALONE.

CHOICE & CONTROL

I WILL SHUT DOWN IF I FEEL OVERWHELMED.

I NEED TO UNDERSTAND WHAT'S HAPPENING TO ME AND HOW THE SYSTEM WORKS.

EXPLAIN EACH STEP TO ME CLEARLY, TELL ME WHO'S WHO, WHAT'S GOING TO HAPPEN NEXT AND WHAT MY OPTIONS ARE.

COMMUNICATION

PERSONALITY

introvert ————— extrovert

changeable ————— loyal

passive ————— active

TECH USAGE

low internet & email ————— high

social media —————

mobile apps —————

PREFERRED CHANNELS

online —————

social media —————

phone —————

speaking to family/friends —————

other services/referrals —————

INCOME LEVEL

low ————— high

BIO

Hi I'm Mel, I'm a 22-year-old student and the youngest of four children. I am close with my family but I recently made the decision to move out of home to live with two friends.

My parents were not happy with my decision to move out. They have very high expectations of me and I was struggling to cope with the pressure.

I am enrolled in a hospitality course at TAFE but have not been going. I just don't like leaving the house at the moment. I feel like someone is watching me. I've been smoking pot to help take the edge off but I know it's probably doing more harm than good. I feel like I'm losing my mind.

