

Meimei Han



AGE	20
EDUCATION	First-year International University
STATUS	Single
OCCUPATION	Student
LOCATION	Melbourne
TECH LITERATE	High

“ I tried to consult some nearby doctors, but the lack of a detailed cost breakdown was daunting.

Personality

Extrovert

Bio

From China; studies business in Melbourne.
Lives in share house; part-time job; budget is tight.
Uses both phone and laptop; English level is medium.

Core needs

- Find free or low-cost counselling or youth services.
- Understand how to book a GP or counsellor and what to say.
- Learn simple coping tools in simple English.
- Know what data is collected and how to control it.
- Prefer services that offer language options.

Frustrations

- Many health sites use complex language and confusing steps.
- Unsure about Medicare, billing, and wait times.
- Hard to see which services are for young people.
- Feels anxious about sharing personal data online.
- Too many options; does not know where to start.

How the Web app will address his needs

- Service Finder with clear filters: price (free/low), type (online/ in-person), language, age.
- Map “near me” with distance and opening hours; one click to directions.
- Plain-English guides: “Book a GP,” “First session: what to expect,” “About Medicare/billing.”
- My Space: save resources, track mood (1–5), export or delete data anytime.
- Privacy page in simple language; shows exactly what we store and why.