

NAME

Adrian Hamilton

TYPE

Family Member



Background

Adrian is a business administration student at Melbourne University. Adrian's eighty-five year old grandmother Jessie suffers from schizophrenia, and sometimes has violent outbursts that cause her to hurt herself or the people around her. Adrian's mum (Jessie's daughter) works at St. Vincent's Public Hospital Melbourne, and due to the increase in hospital admissions as a result of COVID-19, Adrian's mum had to take on extra shifts. Adrian helps take care of his grandmother after school hours when his mum is busy, and so often works with her assigned NDIS Practitioner who writes the Behaviour Support Plan that outlines how to take care of her. As he has no experience in caring for children with disabilities before, he's unsure of how to adapt to his grandmother's unique needs and doesn't understand most of the contents of the plan written by the practitioner. Due to his lack of experience, he needs a way to quickly measure the quality of the Behaviour Support Plan written for Jesse and gauge whether it is in accordance with the standards set by the NDIS Commission, and which specific parts need improvement. Since he has no background with NDIS, disabilities, or healthcare, the way the quality of the plan is explained to him needs to be done using simple straightforward english that an average individual can understand.

Demographic

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Male

20

years

📍

Australian

Single

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Student

Currently Studying Bachelors

Motivations

- To guarantee that his grandmother Jessie receives appropriate behaviour support from the NDIS.
- To evaluate his grandmother's behaviour support plan and rapidly identify areas that need to be improved.

Frustrations

- Although Adrian has plenty of time to take care of Jessie, he has insufficient knowledge and experience with her schizophrenia and does not know how to best assist her
- Doesn't understands the Behaviour Support Plans Jesse's partner NDIS practitioner gives him

Quote

“Push harder than yesterday if you want a different tomorrow.”

Goals

Get more easily understandable information on his grandmother's disability and the parts of the behaviour support plan that need further improvement. Also wants to check that the plan is not flawed or has sections that do not meet NDIS Commission standards.