

NAME


Amira Khan


TYPE

Practitioner



Demographic

 Female years

 Middle-Eastern

Married

NDIS Practitioner

Master's Degree in Psychology

Quote

“My family is my life, and everything else comes second as far as what's important.”

Background

Amira is a registered NDIS behaviour support practitioner who has 8 years of experience working with the NDIS Commission. She has been working from home since the COVID-19 pandemic outbreak began. She is a family-oriented person living with her husband and five children, the youngest being only six years old. Her husband is a full-time delivery man who specifically delivers health-related medicine. Because of the epidemic, he has become very busy with transporting additional vaccination doses across regional Victoria. He and Amira decided to homeschool their children out of concern for the outbreak. Although Amira loves helping people as a practitioner, her hectic schedule of having to take care of her kids means making high quality Behaviour Support Plans takes more time and energy, as looking through various legal resources and guidelines to see whether the plan is within the legal bounds and following the correct guidelines can be quite difficult for her. She needs a better way to quickly measure whether the quality of the plans she writes is up to the standard dictated by the NDIS Commission, so she can have more time to take care of her family. Amira is quite tech-savvy as a lot of her day-to-day work uses digital technology, so a solution that utilises technology would not be an issue for her.

Motivations

- Create **Behaviour Support Plans** with a high level of quality in a shorter amount of time
- Quickly get insight on improvements that can be made on a plan

Frustrations

- Does not have enough time to read the entire behaviour support plan properly due to the amount of time required for homeschooling.

Goals

To have a quick way to determine whether behaviour support plans written are compliant with the law and follow the proper procedures so he can spend more time with his family.