

NAME

Benjamin Harris

TYPE

Practitioner



Background

Ben has worked as a Baker since graduating high school. Recently, Ben's mother's sight has continued to get worse due to old age, to the point where she is now legally blind. After trying to work with NDIS Practitioners to help manage her new disability, he feels they do not take enough time and consideration to properly take care of his mother, and worries if others who suffer from blindness deal with similar issues. He decides to quit his current job and registers as an NDIS practitioner so he can make sure people who suffer from blindness get the proper help they need, starting with his mother. As a practitioner, he wants to submit a behaviour support plan to the NDIS Commission to suggest plans he believes can properly help her. However, given he's only ever worked as a Baker, he has very little understanding of his mother's disability or the rules around taking care of her other than the basic training required to become registered. Although he has the time and motivation to help his mother, he needs a way to check if the plan he makes is truly right for her based on the criteria dictated by the NDIS Commission, and also a way to further educate himself in the areas he doesn't fully understand. If there's a way to do that using technology, he needs it to be easy to use as he's not very tech-savvy due to his previous job using very few IT systems.

Demographic

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Male

46

years

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Australian

Married

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NDIS Practitioner

High School Diploma

Motivations

- To help his blind mother navigate through day-to-day activities as comfortably as possible
- To create a **Behaviour Support Plan** that properly suits her needs
- To learn and better understand how blindness impacts those who suffer from it so he can better help them

Frustrations

- Does not have enough knowledge or experience of his mother's disability to know how to properly help her
- Can't find many good educational resources to help learn more
- Unable to get feedback on his behaviour support plan
- Not tech-savvy enough

Quote

The strength of a family, like the strength of an army, lies in its loyalty to each other.

Goals

To get feedback on Behaviour Support Plans he writes to help his disabled mother as well as be navigated to further resources to learn more about his mothers disability and the sections of the plan that need further improvement.