

NAME

Mei Lin

TYPE

Family Member



Background

Mei Lin is a 37-year-old nurse who takes care of her 9-year-old son with autism. Due to increased hospitalisations due to the COVID-19 pandemic, Mei has had to take on extra shifts, leaving her less time to take care of her son. To accommodate her increasingly difficult schedule, Mei has begun working with a Behaviour Support Practitioner to help accommodate her son's specific needs. Since it's been 5 years since her son was first diagnosed, Mei has a fairly comprehensive understanding of her son's disability and how to accommodate the unique needs that come with it. She wants to ensure his new practitioner puts the same level of attention to detail when devising a behaviour support plan for him, and doesn't unnecessarily limit his freedom in any way. Because of her hectic schedule, she needs a way to quickly gauge the quality of the practitioner's plan so she can make sure it is up to legal standards dictated by the NDIS Commission and ensure the areas of the plan she's most concerned about have absolutely no problems.

Demographic

♀ Female 37 years

📍 Asian-Australian

Divorced ▼

Nurse

Bachelor's Degree in Nursery

Motivations

- To ensure her autistic son receives proper behaviour support for his specific needs from the NDIS provider
- To review the Behaviour Support Plan for her son and quickly identify areas that need improvement
- To better understand the regulations surrounding her son's disability

Frustrations

- Does not have enough time to take care of her son on her own due to increased shifts at work
- Does not have enough time to properly read through an entire Behaviour Support Plan
- Plans written by providers are typically not up to her standard

Goals

To have a quick and easy way to view the Behaviour Support Plan written by the NDIS Provider assigned to her son and check whether the plan has critical flaws or has sections that do not match up to her or the NDIS Commission's standard.

Quote

“You have to love your children unselfishly. That is hard. But it is the only way.”