Personas and emotional scenarios:

Annexe to

One size doesn't fit all: Diversifying “The User” using personas and emotional scenarios

Antonio A. Lopez-Lorca¹, Tim Miller², Sonja Pedell¹, Antonette Mendoza², Alen Keirnan¹, Leon Sterling¹

¹Swinburne University of Technology
{alopezlorca, spedell, akeirnan, lsterling}@swin.edu.au

²University of Melbourne
{tmiller, mendozaa}@unimelb.edu.au
Emergency alarm systems case study
I love to Garden, but sometimes my arthritis plays up. That's when I fell the first time. I told my daughter after insisting that it was not a big deal. They bought me an alarm pendant. I wear it most times to keep my daughter at ease. Sometimes the pendant gets in the way while I am gardening, swinging around my neck.

I have one of those cowbells! I have never used it. I carry it around in my pocket. It doesn't look good, getting in the way of my necklace. I also have to press a button every day to tell someone I am ok....I am ok!
I have an alarm, the base station sits near my telephone in the kitchen so when I see it in the morning I can push the button to check in. Sometimes I forget though, and then they have to call me. I feel embarrassed sometimes. I had a small fall last week and I didn’t push the button because I didn’t think it was serious enough to bother anyone.

My show dog Sam is beautiful. I wash him every day. I take my alarm off when I am washing him because I don’t want it to get wet and damaged. I don’t shower with it on either. It does make me feel secure knowing that if something happened help will be there. I can only walk Sam around the backyard though because the pendant doesn’t have great range. I wish I could take him to the park sometimes.
My mother migrated from Greece when she was only 24. We decided to buy an alarm for her because we felt, with my father in care and her siblings living an hour away, that if something happened we would not be able to respond fast enough. We have also had to label the buttons for her to understand the functions.

I feel so secure knowing that my alarm will work all the time. It gives me the confidence I need to move around and be free, take small walks and move around my house. I am still careful when I move around, but the alarm gives me added confidence.
A personal alarm is marvelous but not many people can afford it. (My fall) has made me a bit wary. I will be very, very careful in the future all the time. I have got neighbors that I can call on but that’s not fair is it? ... I would like to have an alarm ...

I do have an alarm. I cant really read the instruction manual though. My son came over and showed me how to use it. I have had to press the pendant button before but I pressed the wrong button by mistake. I was confused by the colours on the machine.....

Name: Kon
Gender: Male
Age: 85
Living alone
Associations: Bowls Buddies
Interests: Bowls, Football, Beer

Cant afford the alarm but doesn’t want to keep bothering his neighbours

Name: Jim Stance
Gender: Male
Age: 82
Living alone
Associations: Two sons and their partners

Visual impairment
Cannot read brail
I built my cabin 30 years ago. I think they call it a man cave now. I do not want to move and I am in good health, but I do lose my balance sometimes. My daughter wants me to move but I won't. The least I can do is have the alarm around to give her peace of mind. Mind you, I have accidentally pressed the button a few times, when I have been sleeping. To tell the truth, I wouldn’t even know how to use it properly.

My son and I went up to visit his grandmother last weekend in the morning. She had just got up from bed and wasn’t wearing her alarm. Any how, we have a coffee and as usual my son goes off to explore. The next thing we know a paramedic team has arrived. Oblivious to the nature of the product, he must have found the pendant and pressed the alarm.
Fred, my neighbour has an alarm and we have a good relationship so I said I would be happy to be his nominee as callout person if he presses the alarm. He is very thankful, but he always says he thinks he is an inconvenience. He isn’t though and I don’t know how to show him that he is not. That’s what I am here for!

I install the alarm base station near the phone. A lot of the clients tell me they might forget to press the green button everyday and I think to myself it could be because the base station is not part of their daily routine.
I'm sorry, I accidentally pressed it.

How could I be so careless?
Have I pressed it today?
What should I wear today?

The pendant isn’t matched with my clothes, but I can’t take the pendant off.
Hi there! Come in.

in a living room

why aren't they wearing a pendant?
Who are the stakeholders?

The immediate user
The neighbour
The Relative
The Spouse
Friends
Carer

Emergency Services
Doctors
Nurses
The Service provider
Technicians
Who are the people? (Town Gossiper)

Name: Marge

Marital Status: Happily Married for 50 years

Enjoys: Gossiping about the neighbours, Her daily walks around the block, Going to social dances with her husband

Personality: Very outgoing and independent. Not at all shy to speak her mind... Which is probably why she doesn't get along with her neighbours.

I can't believe she said that!
Who are the people?
(Pirate by day)

Name:
Reggie the Pirate (Grandkids)

Marital Status:
Was married for 35 years

Enjoys:
Playing pirates with his two grand kids.
His grandkids think it is cool that he is actually missing an eye.

Personality:
Can be quite now that he is a single man. Tends to avoid social events and has a bad liver from a past alcohol abuse issue. Sober for 15 years.
Who are the people?
(Forever in love)

Name: Maria

Marital Status: Recently Widowed

Situation: Reminiscing about Nick, her past husband. She is now alone and is becoming depressed.

Personality: A loving lady and a member of the local Greek community. Does not speak English that well and has lost contact with her children.
What does the service look like?

<table>
<thead>
<tr>
<th>Ways to get in contact</th>
<th>Who to contact</th>
<th>Personal information</th>
<th>Situating the alarm</th>
<th>Installation procedure</th>
<th>Demonstration</th>
<th>Checking the service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loved ones</td>
<td>Service Provider</td>
<td>Provide personal details</td>
<td>Telephone line location</td>
<td>Technician installation. Often unknown person</td>
<td>Loved ones</td>
<td>Monthly Diagnostic Check</td>
</tr>
<tr>
<td>Independent</td>
<td>Local Council</td>
<td></td>
<td></td>
<td></td>
<td>Technician</td>
<td></td>
</tr>
</tbody>
</table>

**ME**

Loved ones

Monthly Diagnostic Check
What does the service look like?

Regie the pirate and his user journey

Loved ones decides he needs an alarm system

Local Council approve

Does not feel Independent

Monetary Incentive

$
What does the service look like?

Regie the pirate and his user journey

Loved ones decides he needs an alarm system

Local Council approve

Does not feel independent

Monetary Incentive

In-Control

Not flexible
Time is fixed

Service Provider

Provide personal details to service provider

Local Council / Independent

Technician

JAN 1

*O$POUSPM

Telephone line

Technician installation.

Often unknown person

Monthly Diagnostic Check
What does the service look like?

Regie the pirate and his user journey

1. **Loved ones** decides he needs an alarm system
2. **Local Council** approves
3. **Does not feel Independent**
4. **Service Provider**
5. **Provide personal details to service provider**
6. **Telephone line location**
7. **Technician installation. Often unknown person**
8. **Money Incentive**
9. **In-Control**
10. **Not flexible Time is fixed**
11. **Safe**
12. **Location is fixed**
13. **Can't call for help**
What does the service look like?

Regie the pirate and his user journey

Loved ones decides he needs an alarm system

Local Council approve

Does not feel independent

Monetary incentive

$-

In-Control

Not flexible

Time is fixed

NOT

In-Control

Safe

Cant call for help

Not flexible

Location is fixed

Not In-Control

Or independent

Service Provider

Provide personal details to service provider

Telephone line location

Technician installation. Often unknown person

Technician

Local Council

每月诊断检查

Loved ones
Early diagnosis of depression case study
Lucy
Lucy is a 26 year-old Psychology PhD student at a large Australian university. As part of her research she is trying to identify early signs of depression. The core case study of her thesis involves asking people who visit a GP to fill in an iPad-based questionnaire. This is the first time that she is responsible for a trial and she is very nervous about it. She knows that if things do not work out well, it will mean a 6-month delay in her studies. She would also rather use paper and pen questionnaires. She does not own an iPad, and she does not feel very comfortable using them. Today is the first day of the trial.

1. Lucy arrives at the GP’s office; she has already contacted them regarding the research and they are happy to help her
2. Lucy identifies herself to the front desk nurse
3. Lucy prepares the iPads, the paperwork and her notebook
4. Lucy feels a bit nervous but at the same time she is excited of trialling her theories
5. Lucy starts looking at the people in the waiting room to identify potential participants

Paul
Paul is a 51 year-old single man who works as accountant for a medium size company in the CBD. Every day he walks to his office. It is a 45 minute walk each way, but he enjoys having some time for himself and he hates taking public transport – “it’s so full of germs”. After work, he stops at the shop on his way home and he spends the evening cooking dinner, cleaning and organising the house. He enjoys watching a movie or surfing the Internet before going to bed. He rarely eats out because he does not trust when other people prepare his food. Yesterday, he started feeling a headache. In the evening, he did some research in the Internet, and found out that all symptoms indicated a brain tumour. He asked for today’s morning off and went to see his GP...

1. Paul arrives at the GP’s office and talks to the front desk nurse
2. Paul sits in a clean spot and waits to be called; the waiting room is quite full
3. Lucy approaches Paul and explains him the project
4. Paul agrees to participate; they might find something wrong with him
5. Lucy confirms with Paul that he is over 25 and gives him the project description and consent form
6. Paul goes through the project description and consents to participate
7. Paul receives the iPad and starts answering the questions; he makes an effort to answer the questions in the worst possible way and he passes the screening test
8. Paul finishes the questionnaire; the system assigns him to the intervention group
9. Paul is keen on participating further in the study and inputs his contact details
10. The system shows Paul the results
11. Paul freaks out because he has been diagnosed as high risk
12. Paul is called by the GP
13. On his way to the GP’s office, Paul starts explaining that he wants to be treated for his brain tumour and the depression that it has caused; the GP knows him and thinks “That’s a new one”
Mike
Mike is a 25 year-old IT professional. He works for a start-up company as a mobile app developer. He has always been into computers and loves his job. It brings him a feeling of fulfilment knowing that his apps are used daily by hundreds of people. He lives with friends in an old shabby house. He could afford moving to a better place, but he has so much fun with his friends that he is happy to put up with a few inconveniences. He hangs out until late with his friends most days after work. Last night, they stayed at the pub until 1am. When they arrived home, Mike could not sleep and he played videogames until 5am. When the alarm clock woke him up in the morning, he was so exhausted that he called in sick. He went back to bed for a few hours. In the afternoon Mike went to see his GP, hoping that he would manage to get a medical certificate to get him out of trouble at work.

1. Mike arrives at the GP’s office and talks to the front desk nurse
2. Mike sits down and waits to be called; he gets bored easily so he checks Facebook on his phone
3. Lucy approaches Mike and explains to him about the project
4. Mike likes playing with iPads and he is bored so decides to participate; “it will help make the waiting time go faster”
5. Lucy confirms with Mike that he is over 25 and gives him the project description and consent form
6. Mike goes through the project description info and consents to participate
7. Mike receives the iPad from Lucy and starts answering questions; he passes the screening test
8. Half way through the questionnaire, the GP calls him
9. Mike apologises to Lucy and hands back the iPad; Lucy tells him that he can resume the questionnaire after the visit
10. Mike walks with his GP into the office while Lucy saves Mike’s session and writes down the reference number
11. Mike leaves the GP’s office and heads back to the front desk nurse
12. Lucy has seen Mike and leaves the person who is currently using the app
13. Lucy asks Mike if he is happy to finish the questionnaire; Mike is not in a rush and accepts the offer
14. Lucy resumes Mike’s session in a spare iPad and hands it to Mike
15. Mike completes the questionnaire and the system assigns him to the control group
16. The app asks Mike whether he is interested in further involvement in the study; Mike accepts and enters his contact details
17. Mike hands the iPad to Lucy, thanks her and goes home

Sophie
Sophie is a 28 year-old vet. Since she was a little girl, she loved animals and knew that when she grew up she would be a “pet doctor”. She did a degree of veterinary science at university, graduating with very good marks. In her second year at university, she met and started dating Frank. They have been together since then. After graduation, Sophie and Frank set up a small vet practice. In the beginning, it was very tough. They had to work very long hours to pay back the loan. Over the last few years, the practice has been gaining more and more patients, and Sophie and Frank have hired
three more full time vets. Once their debts had been paid off and seeing that the practice was having so much success, Sophie and Frank decided to start a family. A few months ago Sophie got pregnant. They are very excited about it and they spend all their free time talking about the baby and getting ready for the moment. Sophie’s pregnancy is shared between the hospital and her GP. Frank cannot wait for the baby to be born and always comes with Sophie to all her appointment at the hospital and at the GP. Today, they are coming to see Sophie’s GP for her 24 week appointment.

1. Sophie and Frank arrive at the GP’s office and talk to the front desk nurse
2. They sit down holding hands; they are very excited to hear his little baby’s heart again
3. Lucy approaches Sophie and Frank and explains them the project
4. Sophie and Frank are happy to help and agree to participate
5. Lucy has only one available iPad at the moment so they decide that Frank will fill in the questionnaire first and then he will pass it to Sophie
6. Lucy confirms with Mike that he is over 25 and gives him the project description and consent form
7. Frank goes through the project description and consents to participate
8. Frank goes starts answering the questionnaire; he did not pass the screening test
9. The system thanks him for his participation and tells him that everything looks okay with him
10. Frank says, “That was easy!” with a big smile on his face and gives the iPad to Sophie
11. Sophie starts reading the project description
12. Sophie and Frank are called by the GP
13. Sophie quickly hands in the iPad to Lucy, thanks her and they start talking to the GP and walking with him to his room

Gio

Gio is a 58 year-old mechanic. Cars are his life. He grew up in a family of Italian migrants. His father was a traditional strict man who worked to exhaustion as a mechanic to give his children a chance in Australia. As a child, Gio had to help his father in the auto repair shop every day after school. Feeling sick or tired was never an excuse and Gio grew up knowing that real men must learn to ignore pain, feelings and sickness. Young Gio soon became a very good mechanic surpassing his father. Gio has been working as a mechanic full time since he turned 14 years old. In the last 44 years, Gio has had only 5 days off. One day for the birth of each of his 4 children and another one to attend the burial of his father. Gio has followed his father’s steps; he is a traditional catholic who follows the rules. He does not like doctors much – “they are a waste of time” – but he goes to the GP once a year to get the flu vaccine. Today is one of these days.

1. Gio arrives at the GP’s office and talks to the front desk nurse
2. Gio stands in a corner of the waiting room with crossed arms waiting to be called
3. Lucy approaches Gio and explains him the project
4. Gio says nothing for a while and finally says “Not interested, thank you”
5. Lucy thanks him for his time and walks away
6. Gio keeps on waiting to be called in
Tom
Tom is a 31 year-old builder. He grew up in a well off, forward thinking family. Tom’s parents are very talented and sought after surgeons. Tom has loved building houses as long as he can remember. As a child, he was obsessed with construction block sets. His parents knew that he would happily sit for hours playing with his blocks. When asked what he wanted to be when he was older, he would always say “I want to build houses”. It was no surprise when he chose to become a builder. His parents would have preferred him to become an architect, but nevertheless, they supported Tom’s decision. During his apprenticeship, Tom soon learned that being cultivated and polite was not the best way to fit in. He quickly adopted the trade expected behaviour and language. Tom was a brilliant builder and he loved every second of his days. However, he knew that he had to keep his personal life far away from his professional life. A particularly complicated aspect that still gives him problems is hiding from the other builders that he is gay. He felt comfortable sharing it with his family and friends, but he knows that coming out of the closet at work might be hard. Lying about his personal life every day is becoming too hard for Tom and often feels overwhelmed and ready to quit. He has lost his passion about his job and he has started making mistakes. A few weeks ago, he fell off the scaffold while nailing some boards and broke his leg. His flatmate and best friend Sam has been helping him to get around with his broken leg. She works as a freelance journalist and has the flexibility to choose her own timetable. Today, Sam is driving Tom to his GP appointment to check that his leg is healing.

1. Tom and Sam arrive at the GP’s office; Sam holds the door open while Tom manoeuvres with his crutches
2. Tom and Sam talk to the front desk nurse and sit down; Tom feels particularly down today
3. Lucy approaches Tom and Sam and explains them the project
4. Tom looks like he couldn’t be bothered and says “I’m not sure it’s gonna do any good…”
5. Sam smiles and teases him: “Come on grumpy bum! Help them out it won’t be that hard!”
6. Tom says “mumble mumble fine” while he grabs the iPad
7. Lucy confirms with Tom that he is over 25 and gives him the project description and consent form
8. Tom reads the project description and consents to participate
9. Tom starts answering the questions; he clears the screening test
10. Two thirds into the questionnaire the GP calls them in
11. Tom hands the iPad back to Lucy, thanks her and lets Sam help him standing up
12. Lucy tells Tom that he can finish the questionnaire after his visit; she saves Tom’s session and writes down the reference number
13. Tom and Sam start talking to the GP while walking into his room
14. After a while, Sam and Tom enter back to the waiting room
15. Lucy sees them and goes to meet them; Tom doesn’t look particularly happy
16. Lucy asks Tom if he would like to complete the questionnaire
17. Tom says “Sorry, we really need to get going” and they leave

Maggie
Maggie is a 19 year-old retail professional. At high school, she did not enjoy much studying and she started working part time in her local supermarket when she was 15. She enjoyed her time at the
supermarket much more than her time at school. As soon as she turned 17 she dropped school to work full time at the supermarket. Last year, Josh started working in the supermarket. He was 20 years old and had been working in many different jobs. They started dating and soon Maggie got pregnant. Josh did not want to take responsibility for the baby and left Maggie. She decided that a baby would not ruin her life and she kept on behaving as normal, she smoked and drank during the pregnancy. Susan was born three months ago. She is a weak and sickly baby. Maggie struggled to cope with having a baby. She cannot get Susan to stop crying and she has had to take her to the hospital with different complications at least once every two weeks since she was born. Maggie is completely sleep deprived and she has no energy at all. Today, she is coming with Susan to see her GP to ask him for a referral to take her baby to a paediatric sleep clinic.

1. Maggie arrives at the GP’s office, she is holding Susan in her arms while she talks to the nurse
2. Maggie paces up and down the waiting room while trying to calm Susan; Maggie looks absolutely desperate and exhausted
3. Lucy approaches Maggie and explains to her about the project
4. Maggie apologises “Sorry, but my girl is a bit grizzly, I can’t help you now”
5. Lucy thanks her for her time and walks away
6. Maggie keeps on trying to calm Susan

Laura

Laura is a 73 year-old retired nurse. She worked all her life in different hospitals around the city in all possible areas of nursery. She was married to her beloved Peter for 43 years, until he died of cancer three years ago. Laura took it very hard and she has not been quite the same since Peter passed away. She lives alone in the old family house. Her children try to convince her that she should move somewhere smaller. She does not want to move, there are too many memories in that house, both sweet and painful. Laura does not have much to do these days and her social interaction is mostly reduced to weekly visits of her children. She does not find much pleasure in eating anymore and she has not been eating much lately. This morning, Laura fainted while having a shower. When she woke up, she quickly checked her body and realised that she was bruised but, fortunately, nothing seemed broken. She did not want to alarm her children because this would only fuel the discussion for her to get “one of those horrible alarms”. She dressed up and went to see her GP to ensure that everything was okay.

1. Laura arrives at the GP’s office and talks to the front desk nurse
2. Laura sits on an available seat and waits to be called by the GP
3. Lucy approaches Laura and explains to her about the project
4. Laura agrees to participate although feels a bit insecure about the iPad; she has never used one of those
5. Lucy asks Laura whether she is younger than 65
6. Lucy tells Laura that unfortunately she is not eligible for the study due to her age
7. Laura feels a bit disappointed because she was ‘too old’ to be taken into account; it was a pity, she is being interested for a while in trying one of those iPads that young people use all the time these days
Paul is a 51 year-old single man who works as accountant for a medium size company in the CBD. Every day he walks to his office. It is a 45 minute walk each way, but he enjoys having some time for himself and he hates taking public transport – “it’s so full of germs”. After work, he stops at the shop on his way home and he spends the evening cooking dinner, cleaning and organising the house. He enjoys watching a movie or surfing the Internet before going to bed. He rarely eats out because he does not trust when other people prepare his food. Yesterday, he started feeling a headache. In the evening, he did some research in the Internet, and found out that all symptoms indicated a brain tumour. He asked for today’s morning off and went to see his GP.
Mike is a 25 year-old IT professional. He works for a start-up company as a mobile app developer. He has always been into computers and loves his job.

He lives with friends in an old shabby house. He could afford moving to a better place, but he has so much fun with his friends that he is happy to put up with a few inconveniences.

He hangs out until late with his friends most days after work. Last night, they stayed at the pub until 2am. The next day he was so tired he called in sick.

In the afternoon Mike went to see his GP, hoping that he would manage to get a medical certificate to get him out of trouble at work.
Meet Gio. A 58 year old mechanic. Cars are his life. He grew up in a family of Italian migrants. His father was a traditional strict man. As a child Gio had to work with his father after school at the mechanics.

It didn't take long for young Gio to surpass his father as a good mechanic. Gio has now worked as a mechanic for the past 44 years. He has his own shop and is very hard working!

Gio has had only 5 days off. One day for the birth of each of his 4 children and another one to attend the burial of his father. Gio has followed his father's steps; he is a traditional catholic who follows the rules. He does not like doctors much – "they are a waste of time" – but he goes to the GP once a year to get the flu vaccine. Today is one of these days.
Laura's Fall

She was married to her beloved Peter for 43 years, until he died of cancer three years ago. Laura took it very hard and she has not been quite the same since Peter passed away.

Meet Laura, a retired nurse. She has worked all over the world in different hospitals in all different numbers of nursery.

She lives alone in the old family house. Her children try to convince her that she should move somewhere smaller. She does not want to move, there are too many memories in that house, both sweet and painful.

Laura does not have much to do these days and her social interaction is mostly reduced to weekly visits of her children. She does not find much pleasure in eating anymore and she has not been eating much lately.

One morning, Laura fainted while having a shower. When she woke up, she quickly checked her body and realised that she was bruised but, fortunately, nothing seemed broken. She did not want to alarm her children because this would only fuel the discussion for her to get "one of those horrible alarms". She dressed up and went to see her GP to ensure that everything was okay.
Gio arrives to the GP’s office and talks to the front desk nurse.

I've got an appointment with Dr. Black.

Please take a seat.

GPs office

Gio stands up in a corner of the waiting room with crossed arms.

Humph.

Lucy approaches Gio and explains him the project.

We are conducting research...

Bleh, bleh, bleh.

Would you like to participate?

Gio says nothing for a while...

Not interested, thank you.

Lucy thanks him for his time and walks away.

Thanks anyway.

Gio keeps on waiting to be called by the GP.
Support for psychosis treatment case study
Consumers

**Peter**

Peter is the only child of a well off family. He was a top student through primary school and most of secondary school. During year 10, his results started to get worse to the extent that he just managed to pass that year. He spent all summer at home barely having contact with his friends. His parents believed that Peter’s behaviour was all due to him entering puberty and thought that things would get better when he was back to school. However, when year 11 started, Peter’s attitude was very apathetic and he did not interact with teachers or students. He did not do his homework and he failed his exams. One raining morning in April, Peter attempted suicide. His mother found him and managed to take him to the hospital before it was too late. Eventually he recovered from his injuries. Peter was diagnosed with a schizoaffective disorder and put under psychiatric treatment. He told his psychiatrist that, for over a year, he had been hearing voices that kept on telling him that he was a failure as a student and that he should give it up. The voices had been sinking in until he could not take it any longer. When he returned to school, the rumour of his illness had spread. Most teachers chose to ignore him and his old friends bullied him.

Peter is now 18 years old. His medication manages to silence the voices most of the time, but its side-effects make focusing on studying very hard, so his performance is poor. He meets his mental health worker every week, but the progress is very slow. He has not felt this lonely and isolated in all his life. Now, nobody talks to him unless it is to pick on the “crazy kid”. He feels depressed and he thinks that his life is over. Why bother living when it is such a torment?

**Sarah**

Sarah is married to Chris, a farmer who manages a large property in rural Australia. Their closest neighbour lives two hours away. The farm is mostly self-sufficient but every fortnight Chris drives five hours to the closest town to buy some basics and sell his produce. Sarah and Chris have two baby twins. One day, six months after the birth of the twins, Chris heard shooting when he arrived home after going shopping. From the distance he saw that someone was shooting from inside the house. Scared, he ran in through the back door to find Sarah shooting his shotgun through the window. The twins were crying in their cots. She explained to him that she had been defending the house for hours, because there were people outside trying to take the children. Chris tried to calm her and finally managed to make her put the shotgun away.

It has been 12 years since Sarah was diagnosed with schizophrenia and she has come to terms with her illness. Chris and their children are completely involved in her process, they understand what she is going through and they have been a major support point for Sarah. Her medication keeps the illness mostly under control, having only minor episodes every two or three years. During the relapses she hears voices, but they are not threatening anymore and she has learnt to deal with them. Sarah still finds it useful to meet with her mental health worker, but due to the distance, she can only visit him once a month. They complement the visits with occasional phone calls. Sarah knows that there are valuable resources available on the Internet, but she has never been very technology literate and finds it hard to make sense of “all that computer jibber jabber”.
Michael

Michael is a senior consultant in a high profile consulting company. He is very good at his job and leads consulting teams that deal with the most complicated projects. He is under a lot pressure at work; weeks of 70 hours are not uncommon. However, for a long time the lack of sleep and hard work did not seem to affect Michael at all – he was full of energy. It has always been a bit difficult to work with him. Once he had an idea, he would not change his mind and would react angrily to critical comments no matter how reasonable they were. A few months ago, Michael started feeling a bit down and did not find his projects as exciting as they were before. In fact, he felt that he had lost “his touch”. The decisions that he made were no longer as good as they used to be. He struggled to get out of bed every morning and started skipping most meals. People in the office noticed how much weight he had lost and suggested he should visit his GP and take better care of his health. He ignored the suggestions and kept on working. A few weeks after, in a regular company check-up, a doctor diagnosed him with depression and referred him to a psychologist. After two sessions with the psychologist, Michael’s diagnosis changed from depression to bipolar disorder.

Michael has been taking medication and seeing a mental health worker on a weekly basis for the last 5 months. He is still struggling with the idea that he is one of those “dangerous wackos”. He has not told anyone about his diagnosis yet. He is single, his parents passed away a few years ago, but he has lunch with a sister every now and then. When they were children, they grew up in a very traditional family that did not approve of anything not “normal”. He knows that his sister will not understand what is going on with him, so he prefers to hide it from her and pretend that everything is okay.

The situation at work is even worse, he climbed high in the company by fighting colleagues for promotions and working long hours. He knows if anyone in the company knew that he is “crazy”, they will be ruthless, and they will make him feel hell and he will see his career and life ruined. This thought is making him extremely anxious. When he is at work he worries all the time that people will discover about his illness. The medication does not help in that sense either, because as a side-effect he is putting on a lot of weight. He hears people gossiping behind his back about these drastic changes of weight. He has been reading about bipolar disorder online and he has been reading many contradictory opinions, making him confused about all this information. Michael’s mental health worker finds it very hard to help him, because Michael hates that he is no longer in control of his own life, and reacts badly to a traditional passive treatment.

Mental Health Worker

Sam

Sam has been working as a mental health worker in the same hospital for the last 35 years. In his long career, he has seen everything and he has developed an instinct to know how to best approach different cases. Other mental health workers often come to him for advice in complex cases. He is always helpful and his comments always useful. His co-workers do not quite understand the obscure logic behind his advice, but they cannot deny that it works. Being the most experienced mental health worker in the payroll means that many of the hard cases end up on his hands. He tends to have one on one sessions with consumers back to back many days and he also organises group sessions frequently. Sam is a bit set in his ways. He believes that there is a right way of doing things.
After all, he has managed to help hundreds of people for the last three and a half decades. There is no reason to change his methods now. Sam, will tell anyone interested in listening that new approaches are “useless junk put together by people who have too much time on their hands and not enough real problems”. He is not particularly at home with new technologies. He does not have a computer and still handwrites the reports about his consumers. Years ago, the hospital introduced an electronic HR system, but Sam still walks to the HR office and asks his friends there to sort out annual leave applications or any other administrative issues.

**Jenny**

Jenny always knew that she wanted to help people. Since she was a little girl she has been very emphatic and a good listener. Her mum’s brother, her favourite uncle, suffers from a severe case of schizophrenia. Her mum is his carer so Jenny grew up in a very close contact with the illness. When she finished high school, she enrolled in a university degree to specialise on mental health care. She graduated two years ago as the number one in her course and started working in a hospital straight away. She was quite disappointed when she realised that many of the theories and techniques that she studied and that fascinated her, were not really used in the real world. When she talked to her colleagues about them, they agreed that things could be done better, but unfortunately, they did not have the resources to change things. Jenny is a good mental health worker and manages to help her consumers, but every day she leaves work frustrated. She knows that she could achieve so much more if she had the means to help people help themselves.
Meet Peter. He was once a top grade student. During year 10, his grades started to drop. Peter became very apathetic and wanted to be alone for the school holidays. His parents thought his behaviour would get better when he went back to school.

One rainy morning in April, Peter attempted suicide. His mother found him and managed to take him to the hospital before it was too late. Eventually he recovered from his injuries. Later, Peter told his psychiatrist he had been hearing voices.

Peter is now 18 years old. His medication manages to silence the voices most of the time, but its side-effects make focusing on studying very hard, so his performance is poor. He meets his mental health worker every week, but the progress is very slow. He has not felt this lonely and isolated in all his life. Now, nobody talks to him unless it is to pick on the “crazy kid”. He feels depressed and he thinks that his life is over. Why bother living when it is such a torment?

LEMON