



Resilient Rachel

- **Personal pronouns:** (they/them)
- **Statement:** "I was once told this world is not made for people like me"
- **Age:** 19
- **Location:** Dunedin, lives with parents
- **Education:** Average NCEA grades
- **Neurodiversity:** Dyspraxia
- **Employment:** Unemployed
- **Other:** Is a talented storyteller, copes with a physical disability, and experienced prejudice in school.

Aspirations

To be employed in marketing and recognised for creative writing. Wants to be physically and financially independent one day.

Motivations

- Show others they can succeed
- Qualification will help kickstart a career
- Qualifications and knowledge will prove they are worthy.

Needs

- Text to speech
- Closed captions on videos
- Clear and concise instructions
- Screen reader
- A supportive community and social space.

Online Literacy

- Owns iMac and basic Samsung mobile phone
- Uses Instagram and watches YouTube
- Writes on Medium
- Can fix most IT problems
- Happy contacting IT Support prefers email and IM.

Enablers

- The same opportunities as non-disabled learners
- Peer support
- Clear instructions
- Flexibility and room to be creative
- Security and freedom to learn from mistakes.

Barriers

- Physical disability using a phone
- Issues with micro-movements, prefers to use a mouse to a trackpad
- Tires easily
- Low self-esteem.