



Tenacious Tania

- **Personal pronouns:** (she/her)
- **Statement:** "I can do this, I just need time".
- **Age:** 21
- **Location:** Wellington, a single mum with three young children
- **Education:** Low to average NCEA grades
- **Neurodiversity:** Dyslexia, ADD, Irlen Syndrome
- **Employment:** Housekeeping and Hospitality
- **Other:** Strong social bonds with extended family and active within her iwi, but can't seem to "get ahead in life".

Aspirations

To have something behind me to provide security if my job changes or so I can progress into a higher-paid job or jobs.

Motivations

- Increased earning capacity
- Future financial security for family
- Being a role model for her kids.

Needs

- Support with first steps as the system feels overwhelming
- Employer support
- Closed captions on all videos
- Text-to-speech and speech-to-text applications.

Online Literacy

- Owns an old iPhone and shares a Dell Laptop
- Uses Facebook, Instagram and email
- Is not familiar with online learning platforms
- Needs time to "work it out herself".

Enablers

- Financial contributions and Study Support
- Flexibility when work and family issues arise, ability to adjust study times
- Quiet time in the evenings to study
- No distractions, clear and concise instructions.

Barriers

- Upfront fees
- Gets distracted, and loses interest if challenged
- Family life and workload
- Too much reading and deciphering
- Time Blindness.