

Supplementary Material 2. Personas



Emily

13, K-pop stan, Amateur Wattpad author   

"Sometimes when I'm stressing, I'll call Kids Helpline ... I feel like if I talk to someone, I can get stuff off my chest. "



Snapchat



Instagram



Youtube



Messenger



Wattpad



TikTok



Headspace

About

Emily, 13, is in year 8 at a fairly new school, after having some friendship issues last year at her old school. Emily catches the bus to and from school, and usually comes home to relax, play with the dogs and watch TV with her family. Before bed she usually chats online with friends, or catches up with the latest videos from her favourite vloggers. She also catches up with the new school friends that she's made, via Snapchat or Messenger.

She is finding that her new school is much more supportive of students' mental health, running wellbeing/resilience programs once a week. In these sessions they are encouraged to use Headspace Meditation app and Emily feels its good to talk about mental health issues. If she has any questions, she can usually just go to her mum, who tries to help but doesn't always have the right answers.

Behaviours

Gets socially anxious sometimes

Avoids too much screen time

Mainly use the internet for communication and school work

Goals

Build a supportive friendship group

Keep on top of my anxiety with coping strategies

Feel safe and comfortable online

Pain Points

I worry about my privacy online and don't like talking to people I don't know

I've spoken to the school counsellor before, but she's not available after school

I'm cautious about online platform, as I've been cyber-bullied in the past

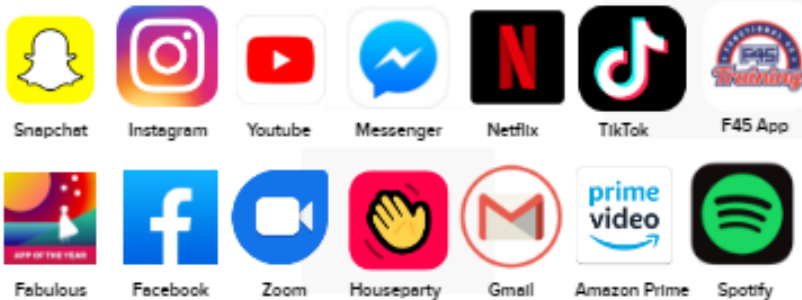
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Jack

16 - Judo - Music - Good Vibes 🙌

"I kind of just go online, looking for different sources to help... but the thing is, I don't think I know what I'm looking for."



About

Jack, 16, is in year 11 and is studying hard to get into Sydney Uni for a Business Degree with International Studies in a 2 years. Jack goes to school in the city, and catches the train to and from school, with his friends. Most afternoons he is training for soccer or judo, with the championships coming up soon. After training, Jack fits in 3-4 hours of study a night, before scrolling through insta and youtube til midnight. Jack, values his social life so is always chatting to friends via Messenger, Imessage or Instagram messages. In his spare time, he likes to produce hardstyle music and scrolls through his socials for inspiration. He likes that his feeds are customized, and he's always finding fresh new content from the hardstyle community.

Sometimes Jack wakes up feeling really down and struggles to find motivation to get out of bed, but is not sure what's wrong. He lives with his Dad but they aren't close, and Jack doesn't want to 'burden' him with his problems. Jack would normally reach out to his friends but they are all so stressed because it's exam period. He's tried looking online for answers, but he's not sure what to look for.

Behaviours

- Spends most of the day in front of a screen
- Values his friendships and would listen to life advice from his close friends
- Checks that his friends are in a good head space before reaching out to them for help

Goals

- Understand and manage my mental health privately
- Find the right coping strategies for me
- Be able to help my friends if they need support

Pain Points

- Feeling stressed about going to senior school
- Not knowing what's wrong with me when I feel down



Karina

Loving mumma and wife

"I still think there isn't enough to prevent the mental wellness issues. It tends to be when there is an issue, kids get pointed into a direction to look at something like Headspace."

"One of the reasons that we chose to send my kids to their specific primary school is that they spend a lot of time on their values and resilience being one of their values."

About

Karina has a 12 year old daughter called Astrid. Karina feels that they have a healthy relationship and that Astrid talks to her whenever she has an issue or questions she needs answered. Karina runs a fairly strict household when it comes to online activity; Astrid doesn't own a phone yet or have any social media accounts. She is allowed 30 mins a day of monitored access to the internet on her mum's phone or the family ipad. Karina is conscious of the growing presence of technology in the lives of young people today and negative effects of mixed messaging from influencers, uncensored content and issues that can arise from social media. However, she also doesn't want Astrid to be left out as most other kids at school got a phone last year and they often communicate online with each other after school.

Karina's daughter hasn't had much mental health experience, but sometimes the news makes her anxious, especially since COVID19. Karina understand that Astrid's generation is acutely aware of the state of the world. Sometimes Astrid has troubles sleeping and they watch calming YouTube videos together to calm her down. Karina is keeping an eye on Astrid's anxiety and has spoken to her GP about it. Karina avoids using labels like 'anxiety' and 'panic attack' when talking to Astrid, as this language has caused her daughter distress in the past. If things reach the point of needing professional support, Karina needs to feel comfortable with the health professional, knowing they have relevant experience and qualifications to work with children, and that Astrid's privacy would be protected.

Karina believes there is opportunity for early, preventative mental health programs in young children today. She feels that this approach would help normalize mental health and reduce stigma for upcoming generations. She feels that a program in this space would need to be kept 'light' and 'positive' - not focusing on 'problems' but in promoting resilience and communication.

Behaviours

Restricts her daughters internet usage at home, monitoring her activity

Talks to her daughter when she is anxious, keeping an open dialogue

Speaks to her GP about daughters anxiety when it arises but hasn't needed to contact any mental health services

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Amanda

Psychologist 

"I think what's missing for youth is that a lot of the time they don't find interventions or different apps youth-friendly".

Finds info and resources from: Therapist Aid, CCI modules, Headspace, BlackDog +2



Headspace



Youtube



This Way Up



Smiling Minds



Goalify



Insight Timer



TikTok

About

Amanda is a psychologist currently working in a private practice, but has also worked as a school counsellor in the past. On an average day, Amanda would see clients between 12 and 16 dealing with a range of experiences; from anxiety, depression, mood regulation and irritability, to friendship issues, strained parental relationships, school pressures and self-identity issues. She finds that teens want to feel listened to and understood in their transition to adulthood, and prefer a flexible approach over a structure one.

Amanda finds that it's becoming increasingly difficult to engage young people in her sessions, turning to short videos on Youtube to hold their attention. She is careful about what resources she uses as anything "lame" can lose their participation in the session completely.

In the past, Amanda found that mental health programs disseminated through schools were effective in normalizing mental health and providing access to services to all students.

Behaviours

Finds resources from various sources and tries to use engaging visuals

Refer youths to existing apps, such as happily daily and insight timer

Tries to understand what the individual is going through and what they've engaged with before

Goals

Keep young clients engaged in concepts and strategies

Find an app that supports my sessions and helps me stay connected with clients

Help young people cope with their experiences during adolescence

Pain Points

Young people aren't motivated follow a structured program

Youths disengage easily as they are accustomed to constant digital stimulation

Current resources are out of touch with what is relevant to teens today

schools restrict phone access in school hours so helpful app aren't always accessible