

# USER PERSONA: TYLER DURDEN

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*"If the university portal crashes while I am on hold with Centrelink and trying to sort out Mum's NDIS plan, my entire week's schedule completely collapses."*

## GOALS & MOTIVATIONS

- Maintain a High Distinction academic average despite extremely limited energy slots.
- Successfully advocate for neurodivergent and carer communities at the university level.
- Manage complex caregiving duties for their mother without sacrificing their Honours research.
- Secure a PhD scholarship in Disability Studies to influence policy from within the system.

## BEHAVIOURS

- Relies on strict, militant "time-blocking" to juggle uni, work, and caregiving.
- Prefers asynchronous, text-based communication over unpredictable live phone calls due to sensory load.
- Completes heavyweight academic drafting in hospital waiting rooms or during brief quiet periods at night.
- Uses "body doubling" apps and focus timers to stay on task during brain-fog episodes.
- Audits every new software tool for keyboard accessibility and dark-mode support before adoption.

## PAIN POINTS

- Bureaucratic red tape: Navigating rigid university extension policies vs. unpredictable NDIS/carer crises.
- Cognitive fatigue from constantly having to self-advocate for basic accessibility accommodations.
- Severe burnout when group-mates fail to respect highly structured, pre-planned meeting times.
- Financial anxiety due to the unreliable nature of government support payments and medical costs.

## TOOLS & TECH

Notion Google Calendar Slack Zotero LiquidText



**Age:** 26  
**Gender:** Non-binary (They/Them)  
**Location:** Melbourne, Australia  
**Education:** Part-time B.Sc (Honours), High Distinction  
**Status:** NDIS Participant, Centrelink, Carer  
**Work:** PT Retail & Advocacy Spokesperson  
**Neurotype:** Autistic / ADHD  
**Energy:** Exhausted (Low/Fluctuating)

## FREQUENCY

Scheduled Bursts (highly dependent on daily capacity)

## MOTIVATION

Academic survival and pushing systemic change

## SETTING

Home office, hospital waiting rooms, or commuting on public transport

## LIFE EVENTS

**2022:** Diagnosed with burnout.  
**2023:** Became full-time carer.  
**2024:** Started Honours project.

## CORE VALUES & ADVOCACY

- **Intersectionality:** Ensuring advocacy includes the most marginalised voices in the community.
- **Transparency:** Pushing for open, clear, and honest communication from institutional portals.
- **Autonomy:** Designing systems that empower users to manage their own needs without friction.

## ACCESSIBILITY REQUIREMENTS

- High contrast text for reading in brightly lit hospital environments.
- Logical heading structures for screen reader compatibility during high-fatigue periods.
- Predictable interaction patterns to reduce cognitive load during multi-tasking.