CASE STUDIES – JEENEE & TECHNOLOGY TRAINING

- *First Phone Call: Male (mid 40s) with autism and an intellectual disability and high level anxiety, requiring prompting to speak; attends day program 4 days per week and lives in ADHC funded group home: Received a Jeenee phone through the Make a Difference Program and ongoing technology training provided by CCA.*

After 3 weekly training sessions (training simulation and practice sessions with Jeenee Help Centre), he rang his mother on his mobile. Though she had been told that he would be ringing her, his mother actually did not recognise his voice and repeatedly asked who it was thinking it was a wrong number. He was able to say it is your son and I am ringing you up to ask you how you are. His mother was so excited to hear him that she came to the day centre he attends to congratulate him. She said that she did not expect him to make a call independently and had expected this to be staff facilitated. This has been the beginning of a technology journey for both of them. They have recently gone on holidays and he uses his phone to take photos and the weather app to help plan what activities they are doing; he uses the calculator to work out how much things cost. This has led to his mother having the confidence that he can do some shopping independently and with access to the Jeenee tracking system, she is letting him explore greater independence. He is gradually learning to send simple text messages and send photos which is giving his mother the confidence that he can find ways of communicating with her should something either go wrong or that he has something special to say.

- *"Connecting with My Pop": Woman (mid 20s) with Downs Syndrome, minimal literacy, living with her family and attending day program; her family did not believe she had the skills to use technology: Received a Jeenee phone through the Make a Difference Program and ongoing technology training provided by CCA.*

After 6 weekly training sessions, and considerable prompting, she was able to understand how the icon based Jeenee screen worked. She also learned how to charge her phone, giving her a degree of responsibility of taking care of things for herself. She set herself a goal of being able to talk with her "Pop". She began sending him a picture of what she was doing in her day program and then waiting for his response. On the weekend, she now has "Pop" time where the 2 of them take photos together. This is important to her as her father has been less involved in her care, leaving that to her mother. She is now interested in improving her literacy and numeracy and has asked to learn to use the calculator and do simple calculations. This has led to further questioning, including identifying the value of money. She now has a couple of friends she is able to ring. Most importantly, having a mobile phone is a symbol of status that she is like others in the community.

- *Moving Out of Home: Male with Cerebral Palsy (21 years); goal was to live independently as his parents had an overseas work posting and he was keen to build up his working skills with a goal to gaining a job. He uses a wheelchair for mobility and requires assistance with personal care.*

Having access to the Jeenee Help Centre was an important consideration for his family when they planned going overseas and leaving him here. Managing a mobile phone account when he was 20 became symbolic of the first steps in learning to become independent and eventually self-direct the support workers that come in to assist him with his care. His family has now moved overseas and he confidently calls to arrange his rosters and discuss any issues pertinent to living independently. Jeenee became an important stepping stone for him in managing his independence wherein he learnt to problem solved with others than his family. He is able to call the Jeenee Help Centre when he is out; especially as he is now managing to use accessible transport and will ring to confirm transport routes etc. He is now keen to learn other ways of using his mobile to help him access the community including accessible and planning apps.

- *My Story – Pictures that Say a Million Words: Woman with cerebral palsy, intellectual disability (mid 40s) and autism and limited speech, living in a group home and attending day program 5 days per week; her sister has taken on the role of guardian and takes an active role in ensuring that she has quality of life. A Samsung tablet was recently purchased for her as part of digital inclusiveness and a special activity as her mobility is decreasing and she is requiring more sedentary activities.*

It's storytelling at her home now - with photos and videos on her screen of activities that she has done; when her siblings come over she is able to show some of her activities without others having to tell her story. Not able to hold a pen, she is able to use art programs including kaleidoscopic art to create pictures; this is just the beginning of a journey of exploring technology as a communication tool and in providing learning opportunities.

- *Making Sense of a Chaotic World: Male in his early 30s with a traumatic brain injury through a Motor Vehicle Injury who now requires 1 on 1 care and has and with a history of wandering; his mother wanted a way of tracking him without resorting to the police which she has had to do in the past; a Jeenee phone was recommended to her by his service provider to help in managing him. The next challenge was to make this valuable enough for him to carry.*

He was provided with initial training on how to use his mobile phone and which apps were relevant to his usage; one app took his particular fancy – the recording app. At the day program he attends, there is an organ which he loved creating music or listening to. He began recording his compositions and now has his phone all the time. At times when he is feeling angry or frustrated, he listens to his music, which gives him a world of his own creation. His mother reports there has been a decrease in disturbing behaviours because he has his special phone where he can find what he wants easily, because the screen is so accessible for him and customised to his usage and she has greater piece of mind because she can ring and find out where he has gone if he

wanders off without calling the police to track him. It took a mobile phone with a recording app and the keyboard to help make greater sense of his chaotic world.

- *Employment Enabler: A woman, in her mid-20s, with cerebral palsy and is non-verbal, both runs her own business and has a part time job; she relied on support workers to assist her with any telephonic related work.*

She is now using a Jeenee enabled Samsung phone, wherein she is not only able to text, but use a speech application, Speech Assistant. This enables her to be included in any telephonic related work meetings. She lives in a rural part of NSW and, with the increased connectivity, her business has expanded and her reliance on support workers has reduced. She also uses the Jeenee Help Line through a specialised messaging application designed for her usage. This has added extra layer of security as she is able to contact someone should she require extra assistance.

- *Assuming Control: A man in his early 60s with cerebral palsy and uses a communication board to communicate has lived with his parents throughout his life; his father has passed away and his mother is aging and no longer able to take care of her son has started to explore ways that he can manage this independently. To date she had taken care of all his support services, including organising support workers. He is now in the process of assuming this responsibility and learning to manage his own situation.*

As part of this process, he has recently acquired a Jeenee enabled mobile. CCA's technology services have customised his phone for him including programing language of commonly used phrases into his mobile via the Speech Assistant app. He is able to quickly send messages to his contacts and is now learning to take responsibility for managing his support staff arrangements as well as having access to communication he has not had before. The phone is adapted to enable him to use this easily despite the difficulties he has with hand function. He is now beginning to explore options such as online banking and shopping, so that he has greater control in managing more independently.

- *Safeguarding, protecting extreme vulnerability: An attractive young woman in her 30s with autism, severe dyspraxia and an intellectual disability, and has echolalia; she is unable to determine whether she is in danger or not; her parents were very concerned because of suspected/potential abuse due to her vulnerability.*

Her parents did not think having a mobile would be of any benefit to her; she was given a Jeenee enabled mobile through the Make A Difference program and has been participating in CCA's technology training. The 2nd step was to assist her learn to use her camera, and learn to send photos of what she was doing to her parents whilst at the Day Program she was attending. This assisted reassuring her parents that she was enjoying herself. It also gave them a view into her life when she was away from them. The 2nd step is the utilisation of the speech recording app where she is able to record feelings as well as events in her day. She is starting to use phrases "... likes" and "... does not like" which she records. She listens to these and is starting to identify her feelings

of what she likes and dislikes. The next stage of her training will involve using a simple communication based app. Her parents feel having the Jeenee phone adds a layer of security when they are not with her, whether this be tracking, extra communication support or the photos that she is sending describing what she is doing.

- *Being in Control, extending opportunities and contacts: A woman in her mid-40s who is severely affected by cerebral palsy, with very hard to understand speech and significant learning difficulties has started exploring technology with progressive outcomes. She lives in supported accommodation with 24 hour care and attends a Community Access programs 5 days per week.*

Her initial goal was to be able to make telephone calls to her family. There are major barriers in her accessing technology – with only 1 finger which she has any degree of control of and mostly unintelligible speech, she had to learn to work her finger to access customised screen. Initially, it was the screen that misbehaved, but then as she gained confidence she has learnt to tap, enough so, that she was able to begin utilising her device. Practicing via the Jeenee Help Centre, she learnt to make phone calls wherein not only did she learn strategies to improve her communication, her voice modulation and conversation content. This meant she had something to say. Enough for her to articulate that she wanted to be on committees and wanted to learn new things and enough for her to ask people to be part of her contacts to ring, to message!