

Community Case Files

Case File #1

The Elder / Grandparent

Name:

Mrs Brown (70 years old)

Values:

Family | Tradition | Safety

About Her:

Mrs Brown loves spending time with her grandchildren, baking family recipes, and keeping family traditions alive. She believes strongly in doing things “the right way” and respecting her culture’s customs.

Possible Question:

“Is organ and tissue donation respectful to families and traditions?”

Empathy Key:

Show understanding for her love of family and tradition. Emphasise that donation is a gift given with love, and that families are always part of the decision.

Case File #2

The Young Parent

Name:

Mr Singh (35 years old)

Values:

Family | Trust | Health

About Her:

Mr Singh is a caring dad who wants to keep his family healthy and safe. He likes learning about how things work but also worries about anything that might be risky.

Possible Question:

“How do we know donation is safe and well-organised?”

Empathy Key:

Acknowledge his protective instincts. Explain that Australia has strong systems and rules to keep donation safe, fair, and respectful.



Case File #3

The Scientist / Doctor

Name:

Dr Chen (42 years old)

Values:

Science | Innovation | Facts

About Her:

Dr Chen loves research and believes in the power of science to help others. They want accurate information and enjoy teaching people about how the body works.

Possible Question:

“How does the science of transplantation work?”

Empathy Key:

Meet curiosity with facts. Share what you’ve learned about how organs and tissues are the body’s “machines” and tissues are the “materials” that can help repair or restore..

Case File #4

The Community Leader

Name:

Aunty Maria (50 years old)

Values:

Responsibility | Respect | Community Strength

About Her:

Aunty Maria volunteers at local events and wants her community to feel informed and united. She cares about fairness and understanding across different cultures.

Possible Question:

“How can we make sure everyone in our community feels comfortable learning about donation?”

Empathy Key:

Appreciate her role as a helper. Emphasise sharing kind, factual information that builds trust and celebrates diversity.

Case File #5

The Student / Future Helper

Name:

Jordan (11 years old)

Values:

Learning | Kindness | Curiosity

About Her:

Jordan loves science, helping friends, and making posters that spread positive messages. They want to understand what donation means for their future.

Possible Question:

“What can kids do to help if they’re too young to register?”

Empathy Key:

Acknowledge their eagerness. Explain that the most powerful thing kids can do is share the good news and start kind conversations with their families.