

Positive Behaviour Support (PBS)

Meet our team

Our Positive Behaviour Support (PBS) clinicians receive intensive in-house training to ensure they are well-prepared to provide high-quality care – complemented by ongoing professional development and supervision to support continuous upskilling.



Rachel

Portfolio Manager
and Advanced
Behaviour Support
Practitioner

Rachel is a dedicated PBS Practitioner with over 25 years of experience in early years education, specialising in supporting children aged 0-12 years. Throughout her career, Rachel has worked with individuals across a broad spectrum of disabilities, fostering inclusive and supportive environments that promote personal growth and independence. Her passion lies in enhancing the quality of life for those she supports, ensuring they have the tools and strategies needed to thrive.

Rachel takes a person-centred approach, collaborating with families, support teams, and professionals to develop meaningful, evidence-based interventions. With a deep understanding of child development and behaviour, she is committed to empowering individuals and those around them to create positive, lasting change.

Fun facts about Rachel

- When Rachel is not supporting others, you'll find her in the garden, experimenting in the kitchen, or out camping under the stars. She loves spending quality time with her friends and family – especially alongside her kids and their ever-growing menagerie of animals!



Heather

Senior and
Advanced
Behaviour Support
Practitioner

Heather holds a Bachelor's degree in Rehabilitation Psychology and a Certificate IV in Training and Assessment. With extensive experience working with individuals with complex needs across a variety of systems – including schools, family homes, justice, out-of-home care, disability accommodation, and independent living – she is passionate about building strong connections and empowering lasting change.

Her career has taken her internationally, where she undertook PBS work in the USA and India before continuing her work in Australia. Heather's expertise in trauma-informed practice, therapeutic care, reflective practice, and PBS allows her to provide clinical leadership, supervision, and formal training to other practitioners. As a Senior PBS Practitioner (Advanced) and Clinical Supervisor, she continues to refine her skills while making a meaningful impact on the lives of those she supports.

Fun facts about Heather

- Heather enjoys spending time in nature with her family and dogs. Her favourite outdoor activities are kayaking, bushwalking, camping, snowshoeing, rock climbing – and stopping every few minutes to admire a plant, insect, or cloud.



Nandita

Team Lead and
Proficient
Behaviour Support
Practitioner

Nandita Patel is a Positive Behaviour Support Practitioner with over 10 years of experience in the Disability and Community Services sector. Her background spans support work, SIL house leadership, after-hours crisis referral, support coordination, and service management.

She specialises in developing NDIS Comprehensive PBS Plans for individuals with developmental, cognitive, intellectual, psychosocial, neurodivergent conditions, and dementia. Nandita is passionate about person-centred, collaborative approaches that empower participants and improve quality of life.

Currently, she is completing a Certificate IV in Training and Assessment and undertaking Negotiation and Influence training to further strengthen her leadership and training capabilities.

Fun facts about Nandita

- Gardening is a favourite pastime – where Nandi can connect with nature, cultivate a variety of plants, and create a peaceful indoor and outdoor space everywhere she goes. She has a keen interest in astrology and is also learning to ride a bike!



Miranda

Team Lead and
Advanced
Behaviour Support
Practitioner

Miranda is a passionate PBS Practitioner dedicated to helping individuals achieve meaningful and positive outcomes. With a strong background in science, she holds a degree in Biotechnology from ANU and an Honors in Neuroscience from Monash University. She has published three scientific papers on dementia and has a deep fascination with brain function and behaviour.

Miranda enjoys working closely with families and supported living homes, using her expertise to foster positive behavioural change. She is committed to providing person-centred support that enhances the quality of life for individuals with diverse needs.

Miranda finds working closely with families and care providers incredibly rewarding, as collaboration is key to meaningful and lasting change.

Fun facts about Miranda

- Miranda has two competition horses, which takes up a lot of time but brings so much joy!
- She loves spending time in her veggie garden, reading a good book, and experimenting with new recipes in the kitchen.



Sophie

Proficient
Behaviour Support
Practitioner

Sophie is a dedicated PBS Practitioner passionate about creating meaningful change for individuals and their support networks. With experience in outreach work across rural and remote areas, she has supported clients in supported living homes and worked closely with families to enhance quality of life.

She holds a Bachelor of Psychological Science and a Bachelor of Criminology, bringing a well-rounded understanding of human behaviour to her practice. Her background as a teacher's aide has given her valuable experience supporting students with diverse learning needs.

Sophie's focus is on empowering individuals to lead happier, more fulfilling lives while ensuring their needs are met with care and respect. She is committed to fostering positive, lasting change through collaboration and person-centred support.

Fun facts about Sophie

- Favourite pastimes include reading, spending time with her dog, Tilly or listening to a true crime podcast!



Louis

Proficient
Behaviour Support
Practitioner

Louis is a dedicated PBS Practitioner with a strong background in both education and disability services. He has extensive experience working with individuals of all ages across a variety of settings, delivering person-centred support to those with complex needs.

With a foundation in education, Louis applies effective communication techniques, behavioural strategies, and evidence-based interventions to promote positive change. His experience in the disability sector has strengthened his empathy and deepened his commitment to inclusion, dignity, and empowerment for all individuals.

Passionate about making a difference, Louis brings energy, cultural sensitivity, and a collaborative spirit to every environment. He excels in building strong relationships and is focused on achieving meaningful, lasting outcomes for the people he supports.

Fun facts about Louis

- Ask Louis any general knowledge question – chances are, he'll know the answer! In his downtime, he enjoys watching sport, spending time with family and friends, and planning his next travel adventure.



Christian

Core Behaviour
Support
Practitioner

Christian is a dedicated mental health professional with a strong foundation in psychology and many years of experience supporting individuals with a range of disabilities. His background includes experience as a Key Disability Support Worker, Mental Health Coach and is currently a PBS Practitioner. Christian has experience in supporting people with a broad range of disabilities with particular interest in working with individuals with psychosocial disabilities in diverse settings, including hospitals, correctional facilities, and navigating their transition to community.

Fun facts about Christian

- During his free time, Christian enjoys spending time with his family, camping, playing music, cooking, and playing video games.



Julie

Core Behaviour
Support
Practitioner

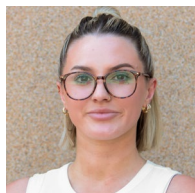
Julie is a passionate mental health practitioner with a foundation in psychology. She began her career as a Psychosocial Recovery Coach before transitioning into a PBS Practitioner. Julie's lived experience with neurodiversity fuels her commitment to supporting children, adolescents, and adults with neurodiverse disabilities.

Julie prides herself on the high level of passion and care she provides to all her clients, ensuring they achieve their best possible quality of life.

Julie holds a Bachelor of Psychological Sciences, Mental Health First Aid certification, and training in Accidental Counselling and Suicide Alertness. She also has a strong background in childcare, which enhances her ability to connect with and support clients.

Fun facts about Julie

- When not at work Julie enjoys snuggling up with her fur babies to read a good book, camping with her family and pretending she is a rockstar dancing around with her mop and vacuum in the house.



Tia

Core Behaviour
Support
Practitioner

Tia is a compassionate PBS Practitioner with a strong foundation in nursing and psychology. Currently studying her Bachelor of Nursing with a strong interest in mental health, she combines academic knowledge with hands-on experience to develop personalised care plans that address both mental and physical health challenges. Dedicated to enhancing the quality of life for individuals with diverse health needs and disabilities, Tia takes a client-centred approach to support, ensuring each person receives tailored strategies that promote independence and well-being.

Tia is committed to empowering individuals by implementing evidence-based behaviour support strategies that foster resilience and personal growth. With a deep understanding of health and human behaviour, she strives to create meaningful, lasting change, ensuring those she supports feel valued, heard, and empowered.

Fun facts about Tia

- When not at work, Tia loves spending time with her two dogs Tommi and Lulu. They love running together through Noriel Park.



Paige

Core Behaviour
Support
Practitioner

Paige is a PBS Practitioner with a trauma-informed approach focused on emotional regulation, relationship-building, and supporting individuals to build resilience and capacity in a way that is meaningful to them. With a calm, down-to-earth, and collaborative style, she values connection, trust, and working alongside individuals and their support networks to create practical, strengths-based strategies that make sense in everyday life.

With a strong background in youth work, out-of-home care, and family support, Paige has experience working with individuals and families across residential care, foster care, and family contact, particularly supporting those with complex needs and behaviours.

Having successfully completed a Bachelor of Human Services, Paige is dedicated to creating safe, inclusive spaces where individuals feel heard, understood, and empowered to thrive.

Fun facts about Paige

- Outside work, you'll find Paige coaching or playing soccer – where she enjoys the energy, connection, and sense of community the game brings.



Sarah
Core Behaviour
Support
Practitioner

Sarah is a dedicated PBS Practitioner who previously supported individuals with disabilities. She is passionate about advocating for her clients and their families, ensuring they receive the support they need to thrive.

Living with a hearing disability herself, Sarah understands the importance of inclusive and accessible support. In July 2024, she received a cochlear implant, further enhancing her quality of life and deepening her empathy for others facing similar challenges.

Sarah is currently pursuing a Bachelor of Social Science (Psychology) at Charles Sturt University to deepen her understanding of human behaviour and emotion, strengthening her ability to provide person-centred support.

Sarah is passionate about providing neuroaffirming support to her clients and NDIS participants, striving to improve their quality of life through PBS strategies. She is committed to fostering meaningful change through advocacy, collaboration, and evidence-based support strategies.

Fun facts about Sarah

- Sarah enjoys reading, building Lego, playing with her two dogs, gardening, and spending time with her family.



Baljit is a dedicated PBS Practitioner with over five years of nursing experience in aged care and hospital settings. She brings a compassionate, client-centred approach to her work in the disability and mental health sector, ensuring individuals receive the tailored support they need to thrive.

Passionate about understanding behaviour, Baljit is committed to helping people lead safer, more fulfilling lives. Her experience has given her a strong foundation in recognising the complex needs of individuals and the powerful role behaviour support plays in improving quality of life and promoting independence. She works collaboratively with individuals, families, and support networks, using person-centred, trauma-informed practices to create meaningful, lasting change in the lives of those she supports.

Fun facts about Baljit

- Outside of work, Baljit loves immersing herself in a mix of movement, music, and mindfulness – dance is her happy place, a space where she can express herself freely and let go. When not dancing, she can be found watching a good horror movie (the scarier, the better!) or hitting the gym to keep both her mind and body energised. Music is a big part of her life; she recently bought a guitar and is on the lookout for the right teacher!
- Baljit carves out quiet moments for meditation, which helps her stay centred and focused. She also loves adventure – she's paraglided once and can't wait to chase more adrenaline-fueled experiences in the future.



Emma
Advanced
Practitioner and
Rehabilitation
Counsellor

Emma is a highly experienced PBS Practitioner with over nine years in the disability and mental health sector. She holds a Bachelor of Arts in Psychology, which strengthens her ability to understand behaviour and develop effective support strategies.

Emma is passionate about supporting participants, their families, and support networks in understanding behaviour to improve interactions and enhance quality of life. She takes a person-centred approach, striving to identify and individualise strategies that are not only effective but also achievable within a person's environment. Her dedication to creating meaningful change helps individuals navigate challenges and reach their full potential. Emma's commitment to improving lives is reflected in her collaborative work with families and support teams to develop tailored strategies that foster greater understanding and positive outcome.

Fun facts about Emma

- Emma played college basketball in the USA and played in the Australian National League, WNBL.
- She has two dogs, one cow, three ducks and three chickens!



Shari

Core Behaviour
Support
Practitioner

Shari is a passionate PBS practitioner with previous experience in disability support. Her passion lies in making meaningful and lasting difference in the lives of the people she supports through person-centred, strengths-based, and trauma-informed care.

Shari is deeply committed to building genuine, trusting relationships with clients, their families and support networks.

Working collaboratively is at the centre of Shari's approach. She brings warmth, empathy and a strong drive to continue learning and growing in her role.

Fun facts about Shari

- Outside of work, Shari can usually be found at the gym or in the kitchen cooking.



Talisa

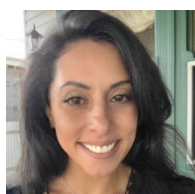
Core Behaviour
Support
practitioner

Talisa Gason is a dedicated PBS practitioner with a strong background in disability support work as a key worker. She holds a Bachelor's degree in Psychology bringing a well-rounded understanding of human behaviour into practice. Talisa approaches her work with a person-centred and trauma-informed perspective.

Talisa is passionate about supporting individuals to enhance their quality of life and is committed to creating safe, inclusive, and empowering spaces for all. Her compassionate approach and dedication drive her to make a meaningful difference in the lives of those she supports

Fun facts about Shari

- Outside of work Talisa enjoys reading, watching true crime series or spending time with her dog Hades.



Josi

Counsellor
(NDIS, FFS,
Private Health
Insurance,
WorkSafe VIC,
WorkCover NSW)

Josi is a qualified and compassionate counsellor with a Bachelor and Master of Counselling, practicing since 2017. She also holds a Certificate of Attainment in Clinical Supervision.

Josi's background includes geriatric counselling, grief and loss, end-of-life care, dementia, Alzheimer's, and palliative support. She works with individuals facing a range of challenges including trauma, self-harm, substance use, stress, anxiety, depression, neurodiversity, relationship difficulties, existential loneliness, and family dynamics.

Her approach is grounded in person-centred care, using an integrated counselling model tailored to each client's unique needs. She draws from a wide range of therapeutic modalities including CBT, solution-focused therapy, internal family systems, narrative therapy, trauma-informed care, gestalt, play and art therapy, clinical and yarn therapy, and more.

Josi is passionate about supporting people in improving their quality of life, discovering meaning and purpose, and working toward their goals – whatever they may be. Everyone deserves therapy that respects their individuality.



Jacinda

Core Behaviour
Support
Practitioner and
Team
Administration
Officer

Jacinda plays a crucial role in supporting PBS Practitioners and the families they work with, ensuring smooth operations behind the scenes while contributing to positive outcomes for clients. Along with her administrative responsibilities, Jacinda works as a PBS Assistant, assisting practitioners and clients directly to enhance support delivery.

As a registered PBS Practitioner, Jacinda is currently completing a dual role to further extend her passion for helping others. She brings a deep understanding of behaviour support and a compassionate, person-centred approach to all aspects of her work.

Passionate about creating a supportive environment, she helps both the team and families achieve the best possible results. Her commitment to making a real difference is evident in her enthusiasm for organisation and efficiency.

Jacinda finds it incredibly rewarding to be part of such a dedicated team, and her proactive approach ensures that everything runs seamlessly, contributing in meaningful ways to improve the lives of those they serve.

Fun facts about Jacinda

- Outside of work, Jacinda immerses herself in chores and attending the gym – she also dislikes cooking so much, she could survive purely off cereal!

More information



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