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# The need: Moving in The Right Direction

Plain language words from the video



The  
Right  
Direction

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Working together on positive  
behaviour support (PBS)

# Plain language words from the video

The need: Moving in The Right Direction



**Keith McVilly**, Professor of Disability and Inclusion  
(The University of Melbourne; Melbourne, Victoria)

Recent research shows that about 60 to 65% of behaviour support plans do not show real contact or involvement with people with disabilities.

The goal should be to involve people as much as possible, but this can sometimes be hard.

**Teresa Micallef**, Building Community Networks Manager  
(Belonging Matters Inc.; Melbourne, Victoria)

Some of the main problems include not having enough time with a person and not knowing a person well enough.

**Heather Lambert**, Clinical Lead – Positive Behaviour Support  
(Marathon Health; Albury, New South Wales)

Time can be a big issue because support needs to fit into the person's life. This often means working outside normal hours.

**Danielle Quinlan**, Clinical Consultant, Speech Pathologist  
(SAL Consulting; Darwin, Northern Territory)

It can be challenging to try to connect with people. Everyone is busy, so being flexible and willing to work around people's lives is important.

**Nandita Patel**, Team Lead – Positive Behaviour Support  
(Marathon Health; Albury, New South Wales)

Many families are already doing a lot working full time, looking after others, and using lots of services.

**Sarah Bingley**, Core Positive Behaviour Support Practitioner  
(Marathon Health; Albury, New South Wales)

On top of that, being asked personal questions or to share their past can feel stressful or too much.

**Cherry Reynolds**, Director / Senior Clinician  
(Woollybutt Specialist Services; Darwin, Northern Territory)

Sometimes the person with a disability may not understand what the behaviour support practitioner does. It can be hard to explain, especially if the person finds it difficult to understand or talk about things.

**Doug Payne**, Senior Clinical Consultant, Behaviour Support Practitioner  
(SAL Consulting – Darwin, Northern Territory)

The practitioner's job is to understand how the person and their family see things, even if they cannot explain it well. A good practitioner can notice how the person sees the world.

### **Sarah Bingley**

This means asking questions to find out the real reason behind a person's behaviour.

### **Doug Payne**

We are mad scientists.

Practitioner's often try to figure things out like scientists. They think of ideas, talk to people, find out more, and change their thinking as they learn. They do not just look for answers that prove their idea — they try to really understand what is going on.

## **Keith McVilly**

This project is about helping Behaviour Support Practitioners think about how they can do behaviour support ‘with’ people with disabilities, not just ‘to’ them.

## **Heather Lambert**

This means including the person in making their own plan and helping them take the lead where possible.

## **Teresa Micallef**

It is important to listen to what the person wants and needs. The practitioner job is to find ways to hear this, even when it is not easy.

## **Sarah Bingley**

Taking the time to learn about the person’s life helps build trust and leads to better support.

## **Heather Lambert**

When people feel listened to and understood, they are more likely to get the help they want. A good connection with the practitioner helps the person feel seen and heard.

## **Doug Payne**

In this way, the practitioner helps tell the person's story — especially if the person cannot tell it themselves.

## **Teresa Micallef**

Good support, based on respect and trust, helps people feel stronger, more confident, and live a better life.

## **Closing credits** (text presented on screen)

How will you use these ideas to improve engagement in your behaviour support practice?

Web address: [therightdirectionpbs.com](http://therightdirectionpbs.com)



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**[therightdirectionpbs.com](https://therightdirectionpbs.com)**

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