



BEHAVIOUR INTERVENTION & GROWTH

Company Profile

Specialist behaviour support services that transform lives and empower
NDIS participants to thrive, across Sydney and Adelaide.

NDIS Registered Provider

ABN 54 673 680 281

NDIS ID 4053336212

Areas Sydney Wide & Adelaide Wide

Phone (02) 7235 3354

Company Overview

BIG, Behaviour Intervention & Growth is a specialist behaviour support provider dedicated to providing services that transform lives and empower individuals to thrive.

BIG is a specialist behaviour support division of **Mentoring in New Dimensions (M.I.N.D) Pty Ltd**. Its services are delivered as an **NDIS Registered Provider**, with all services funded under **Improved Daily Living**.

Website	www.bigclinic.com.au
Parent Company	Mentoring in New Dimensions (M.I.N.D) Pty Ltd, mindah.com.au
Accreditation	NDIS Registered Provider
Business Hours	Monday–Friday, 9:00 AM – 5:00 PM AEST
Delivery Options	In-person and telehealth available

Mission & About

BIG was founded with a clear mission: to provide high-quality, compassionate behaviour support that makes a real difference in people's lives.

BIG understands that behaviours of concern often arise from unmet needs, communication challenges, or environmental factors. Its approach focuses on understanding the “why” behind behaviours and developing strategies that address root causes.

The team is passionate about reducing restrictive practices and promoting positive supports that enhance quality of life, independence, and community participation for all NDIS participants. Every participant is treated with respect, compassion, and genuine care, because positive change starts with understanding, trust, and human connection.

Core Values

Person-Centred

Every plan puts the participant at the centre, respecting their preferences, goals, and autonomy.

Evidence-Based

Strategies are grounded in current research and best practices in positive behaviour support.

Collaborative

BIG works alongside families, carers, and support teams to ensure consistent and effective implementation.

Strengths-Focused

The team identifies and builds upon each person's unique strengths and capabilities.

Our Team

BIG brings together clinical leadership, practice management, and specialist behaviour support expertise.



Ramzi Jildeh

FOUNDER & CLINICAL LEAD

Registered Counsellor

Behaviour Support Practitioner

Developer of the MIND Framework

Master of Psychotherapy (in progress)

Ramzi has extensive experience supporting individuals with autism, intellectual disability, psychosocial disability, and complex behaviours, combining Positive Behaviour Support, counselling, and the MIND Framework. Drawing on both professional expertise and lived experience, he is passionate about helping people recognise their strengths and building trusting, empowering relationships with participants and families.



Araz

PRACTICE MANAGER

Operations & Risk Management

Human Resources

Client Relationship Management

Araz oversees the day-to-day operations of BIG Clinic, bringing a strategic and people-focused approach grounded in operations, risk management, human resources, and client relationship management. Known for her professionalism and attention to detail, she works closely with the clinical team to maintain high standards of quality, compliance, and responsive service delivery.



Zara

BEHAVIOUR SUPPORT PRACTITIONER & TEAM LEAD

Honours Degree in Psychology

Masters (in progress)

Lived Experience

Cultural Humility Practice

Growing up alongside her two brothers with autism, Zara brings both lived and professional experience to her practice, holding an Honours degree in Psychology and currently completing her Masters. She believes meaningful support comes from truly understanding the person, working collaboratively with empathy, consistency, and cultural humility.

Team Qualifications

Registered NDIS Behaviour
Support Practitioners

Postgraduate qualifications in
Applied Behaviour Analysis

Ongoing professional development
and supervision

Experience across diverse
participant needs and ages

Cultural competency training

Trauma-informed care
certification

Services

BIG provides eight core services across assessment, planning, implementation, skill development, knowledge sharing, family support, practitioner tools, and collaborative care.

1

Comprehensive Behaviour Support Plans

Thorough, person-centred behaviour support plans built on evidence-based practices to improve quality of life across all environments.

Includes

- Functional Behaviour Assessments (FBA)
- Person-centred goal setting
- Positive behaviour support strategies
- Environmental modifications
- Crisis management protocols
- Interim and comprehensive plan options
- Regular plan reviews and updates

2

Behaviour Assessment & Recommendation

In-depth assessments to identify the underlying functions of behaviour, followed by clear, evidence-based clinical recommendations tailored to the individual.

Includes

- Functional behaviour analysis
- Structured clinical observations
- Standardised assessment tools
- Hypothesis development
- Written assessment reports
- Recommendations for funding applications
- Second opinion assessments

3

Skills Building

Targeted programs designed to build meaningful skills that promote independence, participation, and wellbeing across home, school, and community settings.

Includes

- Communication and social skills
- Emotional regulation strategies
- Daily living skills development
- Self-advocacy training
- Community participation skills
- Goal-directed skill programs
- Progress monitoring and reporting

4

Strategies Implementation

Hands-on support to ensure behaviour support strategies are implemented with fidelity across all environments and by all key people in the participant's life.

Includes

- On-site implementation support
- Coaching for support workers and carers
- Strategy fidelity monitoring
- Real-world observation and feedback
- Environmental setup and modification
- Crisis de-escalation implementation
- Restrictive practice reduction planning

5

Knowledge Sharing & Courses

Free and specialised training for support workers, carers, and service providers on NDIS compliance, behaviour support practice, and evidence-based frameworks.

Includes

- Free NDIS compliance training available online
- Positive behaviour support workshops
- Restrictive practice awareness training
- Understanding behaviours of concern
- Trauma-informed practice
- Group and individualised training sessions
- Certificate of completion provided

6

Family & Carer Training

Empowering families and carers with practical skills, strategies, and confidence to support their loved ones effectively at home and in the community.

Includes

- Personalised carer training sessions
- Strategy coaching and modelling
- Understanding your family member's behaviour
- De-escalation and safety planning
- Building consistency across settings

7

Practitioner Tools & Software

Purpose-built digital tools and software designed to streamline documentation, compliance, and clinical workflows for behaviour support practitioners.

Includes

- BIG Comply PBS compliance software
- Practitioner assessment tools
- Digital behaviour support templates
- Reporting and documentation tools
- Client management resources
- Training and onboarding materials
- Ongoing software updates and support

Collaborative Support

Working alongside all stakeholders, including families, support coordinators, allied health professionals, and support workers, to ensure coordinated, holistic care.

Includes

- Multi-disciplinary team collaboration
- Case conferencing and planning meetings
- Support network facilitation
- Liaison with schools and workplaces
- Coordination with treating professionals
- NDIS plan review support

The MIND Framework

"Building independence, confidence and quality of life through structured skill development."

The MIND Framework is BIG's proprietary framework for structured skill development across ten domains, each with four targeted programs.



How We Work

BIG follows a clear three-step approach designed to understand each participant, develop a practical plan, and support consistent implementation.

01

Understand

Comprehensive assessment to understand the person, their environment, and the function of behaviours.

02

Plan

Develop a tailored Behaviour Support Plan with practical strategies and clear goals developed collaboratively.

03

Support

Provide ongoing training, implementation support, and regular reviews to ensure positive outcomes.

Contact & Location

BIG supports participants across Sydney Wide and Adelaide Wide, with in-person and telehealth options available.

ADDRESS

Moorebank NSW 2170, Australia

PHONE

(02) 7235 3354

EMAIL

Hello@bigclinic.com.au

WEBSITE

www.bigclinic.com.au

HOURS

Monday–Friday, 9:00 AM – 5:00 PM AEST

SERVICE AREAS

Sydney Wide; Adelaide Wide

Company profile prepared using verified company information supplied for BIG, Behaviour Intervention & Growth. No external or unverified data has been added.