

Our Story: The Heart of HCA



HCA began as a specialist Behaviour Support provider with a clear purpose: to deliver high-quality support through experienced and dedicated practitioners. From the outset, our focus was on ensuring every participant received services informed by best practice, professional integrity, and an understanding of their individual needs.

As we worked alongside families, providers, and support teams, a consistent challenge across the sector became clear — there was often a gap between Behaviour Support Plans being developed and those plans being effectively implemented in everyday environments.

In response, HCA expanded its service model to address this need. We grew from writing Behaviour Support Plans to also supporting their implementation. Today, our practitioners and support workers collaborate closely, using ongoing behaviour tracking, clear communication, and real-time strategy adjustments to ensure supports remain practical, achievable, and responsive.

What began as a Behaviour Support service has evolved into a coordinated, integrated model designed to bridge the gap between planning and real-world outcomes. While our services have grown, Behaviour Support remains the guiding foundation of HCA.