
Juliana Pretty

Disability Support | Aged Care | Customer Service
julianapretty@yahoo.com • 0457687041 • Gold Coast, Australia

Summary

Experienced Disability Support Worker and Assistant in Nursing with over 6 years' experience across Supported Independent Living (SIL), residential aged care, and community-based services. Demonstrated ability to implement person-centred support plans, deliver complex personal care, and promote meaningful community participation. Committed to maintaining compliance with NDIS Practice Standards while promoting participant independence, dignity, and wellbeing. Australian citizen with open driver's licence. Fluent in English and Swahili.

Key Skills

- Compliance with NDIS Practice Standards
- Positive Behaviour Support
- Person-Centred Care
- Supported Independent Living (SIL)
- Incident Reporting & Documentation
- Risk Assessment & Reporting
- Medication Assistance
- Manual Handling
- Community Participation Support
- Personal Care & Hygiene Assistance

Certifications & Compliance

- First Aid
- CPR
- NDIS Worker Screening Check
- Blue Card (QLD)
- Manual Handling Certificate
- Medication Administration Training
- Infection Control Training

Professional Experience

Disability Support Worker | 2022—present
Great Mates Pty Ltd

- Deliver high-quality support to individuals with a range of disabilities in SIL environments, implementing personalised support, healthcare, and positive behaviour support plans
- Support new staff with onboarding and provide guidance in implementing individual support plans in line with NDIS Practice Standards
- Guide and mentor colleagues in best-practice care delivery and NDIS compliance
- Maintain accurate participants' records including case notes, incident reports, and monthly documentation
- Provide personal care and domestic assistance while promoting independence, dignity, and skill development

Disability Support Worker | 2021—2024
Thrive365 Pty Ltd

- Supported participants using a person-centred approach
- Assisted clients in developing essential life skills including personal care, cooking, domestic tasks, and social engagement
- Transported clients to appointments and community activities
- Facilitated community participation to reduce social isolation and increase participant engagement

Assistant in Nursing | 2018—2022
Magnolia Aged Care

- Provided personal care including hygiene, grooming, toileting, and continence management
- Assisted with meals, feeding, and monitoring fluid intake
- Repositioned residents and assisted with mobility
- Monitored residents' condition and promptly reported changes to nursing staff
- Maintained residents' dignity, privacy, and emotional wellbeing
- Documented care in accordance with facility policies

Assistant in Nursing | 2020—2022
Caring For You Nursing Agency

- Assisted residents with daily activities including personal care and hygiene
- Documented residents' progress and outcomes
- Provided quality care according to individual care plans
- Reported workplace and resident risks to management

Credit Administration Officer | 2011–2013
Bayport Financial Services, Moshi Branch

- Managed cash handling and daily reconciliations
- Processed loan applications in accordance with credit policy
- Maintained client databases and documentation
- Provided customer service and financial product education

Practical Trainee | 2010–2011
Tanzania Postal Bank, Kariakoo Branch

- Customer Service Department
 - Arranged, directed, and coordinated counter activities to ensure quality customer service
 - Prepared customer forms and provided guidance on completion
 - Interviewed customers for account opening
 - Prepared payment vouchers
 - Educated clients about TPB products including WADU, Western Union, DQA, and fixed deposit accounts
 - Handled customer queries and ensured service satisfaction
- Credit Department
 - Processed consumer loan applications
 - Assessed customer eligibility for loans based on salary documentation
 - Received and reviewed documentation from employers for loan appraisal
 - Prepared loan agreements between the bank and customers

Education

March 2018

Certificate IV Aged Care Support

Intercare Training, Brisbane, Australia

January 2011

Advanced Diploma in Banking and Finance

Institute of Accountancy Arusha (IAA), Tanzania

January 2008

Certificate in Accounting and Finance

Institute of Accountancy Arusha (IAA), Tanzania

2003—2005

Advanced Certificate of Secondary Education

Zanaki Girls High School, Dar es Salaam, Tanzania

References

References available upon request.