

CARE CORNER

MONTHLY NEWSLETTER

Complex Care at Home, Made Easier

“ Hi everyone,

Welcome to this month's Care Corner.

At SNS Homecare, we make complex care at home easier to access, understand and manage. We support people with higher care needs by working closely with participants, families, support coordinators and healthcare professionals to ensure the right support is in place.

Our experienced Nurses and Support Workers provide responsive NDIS, self-managed aged care and private home care services across Western Australia, with a focus on personalised care, clear communication and practical support that helps people feel safe, respected and confident at home.

If you're unsure where to start, we're always happy to answer your questions and help make the next step a little easier.



Brianna
Homecare coordinator

We can support enquiries for:

High and low intensity NDIS services, self-managed aged care participants, private homecare, community nursing support, complex care and catastrophic injury support.

Current Capacity:

Accepting Referrals with
no waitlist at this time



Why Complex Care Needs the Right Homecare Team

When a participant's needs become more complex, finding the right support can feel overwhelming. Families may be managing changing health needs, new routines, multiple providers, hospital discharge planning, or support requirements that need more coordination than usual.

That's where we can help.

We understand that complex care is not just about filling shifts. It is about listening carefully, understanding the participant's needs, matching the right team, and making sure everyone involved knows what is happening. Our goal is to make support feel organised, practical and easy to understand for the participant, their family and their wider care network.



Asking for help is a sign of strength, not weakness. It helps make sure you and your loved ones have the support you need to feel safe, steady and cared for.

The Heart of Our Team



This month, we're proud to highlight Vahnya, one of our newest team members, who has been with SNS Homecare for around two months. In such a short time, Vahnya has already made a wonderful impression through her genuine care, patience and strong reablement approach. She encourages participants to do as much as they can independently, helping build confidence, independence and a sense of achievement in everyday routines. Vahnya has also formed a strong and positive relationship with the participant she supports, who has nothing but kind words to say about her. She is genuinely so good at what she does, and we are grateful to have her as part of our team.



There is no greater joy or greater reward than to make a fundamental difference in someone's life.

— **Mary Rose McGeady**

Making Care Easier for Families to Understand

Arranging complex care at home can feel overwhelming. There may be new routines, funding questions, unfamiliar care terms, and several people involved in the participant's support.

At SNS Homecare, we aim to make the process easier by explaining things clearly and helping families understand what the next step looks like.

You do not need to have everything worked out before contacting us. If you simply know that more support is needed, or that care at home is becoming harder to manage, we can talk it through with you.



Quick FAQ

How can SNS Homecare help?

We support people at home with personal care, high-intensity support, community access, community nursing, domestic assistance, transport, self managed aged care and private home support.

What is complex care?

Complex care provides specialised support for people with higher care needs. Our experienced nurses and HIDPA Support Workers deliver personalised care, including medication management, mobility support, continence care, clinical nursing, and recovery after hospital.

Who can make a referral?

Families, participants, support coordinators, hospitals, allied health professionals and other providers can contact SNS Homecare to discuss support needs.

How long does it take from referral to support?

Our homecare coordinators aim to meet with you at your earliest convenience, to discuss care needs and implement your support plan. Services roughly take one week to begin from date of referral.

What if care needs change?

Please contact us as soon as possible. We can review the support and adjust the plan where needed.



When to Refer to SNS Homecare

We are a good fit when a participant is:

- Looking for specialised care and support at home
- Returning home after a hospital stay
- Living with a chronic health condition and needing ongoing support
- Requiring nursing care or clinically informed support
- Needing a continence assessment or specialised nursing care
- Wanting help with personal care, domestic assistance, transport, or getting out into the community
- Preferring support workers who are carefully matched to their personality and needs
- Seeking flexible, person-centred home care that adapts as their needs change

Our focus is providing, simply, better care.

How do we get started?

Contact SNS Homecare by phone or email. Our team will talk through your situation and help guide the next step.

📞 08 6558 5500

✉ hello@sns.group

📅 Available 24/7

Resources

Professional referrals made simple: [Referral form](#)

Your experience helps us move others forward: [Feedback form](#)

Maps for Change: enaccessmaps.com

Get in touch

Visit us at

Suite 4 Level 13 256 Adelaide Terrace
Perth WA 6000

Contacts

08 6558 5500
hello@sns.group

Socials

[f SNS Homecare](#)