

CARE CORNER

MONTHLY NEWSLETTER



HEART OF OUR TEAM

We are pleased to announce that we passed our ISO surveillance audit with no non-conformities identified! This reflects our team's ongoing commitment to maintaining high standards, continuous improvement and delivering quality services. Thank you to all of those involved! Well done to Cathy and Brianna in particular!



REAL PEOPLE, REAL PROGRESS

We're proud to share the journey of a new participant who had gone without support for four months. Since being onboarded with SNS, we've been able to assist with everyday activities such as attending appointments and getting out into the community. These small but meaningful steps are helping to rebuild routine, confidence and independence.



GADGETS AND GIZMOS

Medical alarms support safety and independence by providing quick access to help when it's needed most. Worn as a watch or pendant, they often include features like GPS tracking, fall detection and an SOS button to alert contacts or emergency services. Within the NDIS, they may be funded as assistive technology, offering a practical way to help individuals feel more confident and secure in their daily lives.





PERFECT CARER MATCHING, EVERY TIME!

Matching a participant with the right carer is a personalised process, centered on building trust, comfort and long-term compatibility. Every participant has unique needs, preferences and routines, so taking the time to find the right fit is essential to delivering meaningful support.

We begin by sharing a detailed overview of the participant's needs with potential carers to gather expressions of interest. From there, we carefully review responses and conduct interviews to ensure each carer not only has the right skills and experience, but also aligns with the participant's personality, communication style and values.

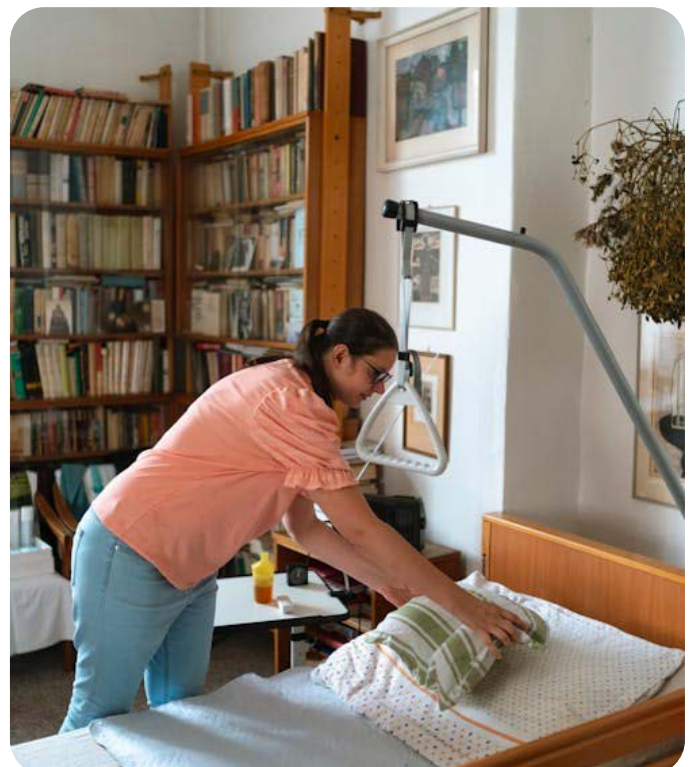
Once we are confident in a potential match, we arrange an introduction between the carer and participant. This step allows both individuals to meet, connect and determine whether the relationship feels comfortable and natural. A strong match can make a significant difference, leading to more consistent support, trust, greater independence and a more positive overall experience.

We aim to create connections that go beyond basic care, fostering supportive relationships where participants feel understood and respected.

HOSPITAL TO HOME

Coming home from the hospital can be a challenging transition, particularly for individuals who require ongoing care and support. Hospital-to-home services are designed to make this shift as safe and smooth as possible, ensuring that the right supports are in place from the moment someone returns home. This may include assistance with personal care, medication reminders, mobility support, meal preparation and transport to follow-up appointments.

Within the NDIS, these supports play an important role in promoting recovery and reducing the risk of hospital readmission. By providing consistent, tailored care, participants are able to rebuild routine, regain independence and focus on their wellbeing in a familiar environment. With the right support team in place, returning home becomes a positive step forward rather than a stressful experience.



CURRENT CAPACITY

SNS currently has the capacity to take on new participants requiring daily assistance, nursing care and/or community inclusion support.



STAFF HIGHLIGHT

Kritika is the newest member to join the our team and is already making waves! Kritika has been providing wound care and completing assessments for us. Her dedication to her participants does not go unnoticed and we are grateful to have her on board.

Kritika says, "Nursing is not just my profession, it's my passion. I find joy in caring for patients, easing their discomfort, and forming strong therapeutic connections with them and their families. A simple smile from a patient makes everything worthwhile. SNS is a wonderful place to work—the team is kind, supportive, and always ready to help. We truly feel like a family, and that reflects in the care we provide every day."



RESOURCES

Professional referrals made simple:

[Referral form](#)

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

Medical Alarms:

[Medical Alarms](#)

Maps for Change:

enaccessmaps.com



THE ACTIVITY HUB: TRIVIA

Which of the following is not a support catorgory funded under the NDIS?

- A. Core Supports
- B. Medical Costs
- C. Capital Supports
- D. Capcity Building Supports

Think you know the answer? [Let us](#) know!



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