



Captaink Supports and Cares

Leading the Charge in Community Nursing and Continence Care



Kavita Shiyani,
Continence Nurse Specialist, CEO

Proudly family-owned and operated, Captaink Supports and Cares is an emerging disability service provider in Perth that focuses on quality over quantity of support. The company specializes in delivering personalized care while maintaining high service delivery standards, enabling participants to achieve their NDIS goals without any conflict of interest.

A Business Born of Necessity

The story of Captaink Supports and Cares began with a question many nurses in Australia grapple with: how can one balance professional commitments with personal responsibilities while maintaining the integrity of care? For Shiyani, this challenge came to a head after a decade in hospital and aged care settings.

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In the demanding healthcare sector, where nurses are frequently overburdened, Kavita Shiyani recognized an urgent need for change. After years of working as a hospital nurse, Shiyani made the bold decision to leave the unrelenting shifts of the hospital system and step into uncharted waters. The result was Captaink Supports and Cares—a community nursing business built on the principles of compassion, quality, and resilience.

Today, Captaink Supports and Cares operates as an independent National Disability Insurance Scheme (NDIS) community nursing and continence assessment provider, serving Perth and regional areas such as York and Northam, WA.

“The workload was beyond manageable and safe,” she recalls, pointing to the strain caused by nurse-to-patient ratios in increasingly overstretched public and private healthcare systems.

Like many others in healthcare, Shiyani explored options outside traditional nursing. A foray into the NDIS introduced her to a different side of healthcare, one that operated outside the rigid structures of hospitals. What started as a search for stability soon became a turning point, and Captaink Supports and Cares was born.

From the outset, Shiyani’s approach was clear: prioritize quality over quantity. While many providers in

the NDIS space focus on scaling up, Captaink Supports and Cares has remained small but impactful. The company specializes in community nursing care and continence assessments, offering personalized services for individuals across NDIS, aged care, and private funding streams.

Filling Critical Gaps in Care

Captaink Supports and Cares addresses critical gaps in community nursing care and continence assessments, serving diverse populations, including NDIS participants, aged care recipients, and privately funded individuals. Shiyani’s specialized training as a Continence Nurse Specialist enables her to tackle a pressing issue: the shortage of continence care professionals in the community. This gap is especially pronounced in remote and regional areas, where services are scarce or nonexistent.



By focusing on personalized care and strict adherence to regulatory standards, Captaink Supports and Cares builds trust and delivers measurable outcomes. In addition to providing direct care, the company advocates for better support mechanisms, helping clients navigate the complexities of accessing healthcare.

“Our innovative approach includes telehealth services, which have expanded our reach to underserved regions across Australia,” says Shiyani.

From Perth’s outskirts to remote areas like Cairns, Captaink Supports and Cares leverages technology and resourceful coordination to deliver high-quality care. This approach not only addresses logistical challenges but also ensures dignity and comfort for clients who might otherwise remain unsupported.

One defining moment for Captaink Supports and Cares involved a client in a flood-stricken remote region

of Queensland. The client, suffering from nocturia and bedwetting, faced significant psychological and physical discomfort. Through telehealth assessments, product trials, and collaboration with suppliers, the team identified a solution that restored the client’s dignity and quality of life.

A Legacy of Quality Care

Looking ahead, Shiyani envisions establishing a dedicated continence clinic in Perth. Such a facility would bridge the gap between hospital discharge and community care, providing a much-needed resource for individuals managing bladder and bowel issues. While financial and bureaucratic hurdles remain significant, Shiyani remains optimistic, fueled by the belief that community and governmental support can turn this vision into reality.

Captaink Supports and Cares achieved a significant milestone by securing its registration with the Department of Veterans’ Affairs (DVA). This accreditation allows the company to extend its services to war widows, widowers, and retired veterans across Australia, reinforcing its commitment to inclusive and accessible care.

In another step forward, Captaink Supports and Cares has successfully secured its first dedicated office space. Previously operating remotely, this new office marks a pivotal achievement in the company’s growth. While small, this physical presence provides a stable foundation for future expansion and service enhancement.

Shiyani’s journey from hospital nurse to pioneering entrepreneur underscores the importance of adaptability and dedication in the face of adversity. In a sector rife with challenges, Captaink Supports and Cares stands out as a beacon of hope, resilience, and excellence. 