

Best Specialist Nursing Services 2025 – Perth

Australia's care sector continues to face growing demand for specialist nursing services, particularly among vulnerable communities navigating complex health needs. CaptainK Supports and Cares is a family-owned provider offering ethical, high quality clinical support with a focus on trust, transparency, and specialist expertise. We heard more from Kavita Shiyani below, CEO of CaptainKSC, as the firm is named in the Healthcare and Pharmaceutical Awards 2025.

Based in Perth, CaptainKSC is a community nursing and coordination of support service provider catering to individuals across various Australian government schemes such as NDIS, aged care, homecare, DVA, and private sectors requiring specialised nursing supports. As a proud family-owned and operated provider, CaptainKSC maintains independence from direct support services, allowing the team to focus solely on delivering high quality, specialised care without conflict of interest.

CaptainKSC delivers a range of nursing services both face-to-face in Perth Metro and Melbourne, and via Telehealth across Australia. These services include wound care, catheter care, insulin administration, vaccinations, and complex nursing support such as PEG care, tracheostomy care, and ventilation management. The organisation also provides training to support workers in the disability sector, equipping them to manage medical devices and administer medication within their approved scope of practice.

Across its operations, CaptainKSC is guided by the core values of transparency, integrity, inclusion, consistency, and excellence. "Being in the care industry, these values are essential to our success, because we need people to trust us when we visit their homes and deliver nursing care and clinical consultations," Kavita told us. "No trust, no work. It is as simple as that. Through our inclusive support, transparent billing, and effective communication strategies, we are able to build the trust and rapport that is required by any individual to trust our services."

When Captain KSC launched two years ago, it stood alone as Perth's only dedicated continence nursing provider. The team focused on supporting individuals with bladder and bowel incontinence, offering clinical assessments, free product trials, and cost estimates sourced from medical suppliers to help clients secure funding through government schemes. With a national shortage of continence nurse specialists, CaptainKSC's two qualified and experienced nurses gave the firm a distinct edge.

As the business grew, so did the pressures of operating in a competitive and constantly shifting landscape. The entry of interstate providers into the Western Australian market made it increasingly difficult to secure leads, while ongoing changes to government schemes like NDIS and My Aged Care created uncertainty for both providers and clients. These challenges were compounded by the resource demands of expanding into regional areas, where travel costs and staffing shortages posed logistical hurdles.

Despite this, CaptainKSC remained resilient – adapting its pricing to remain accessible, staying open to work across multiple sectors, and maintaining its ethical model of service delivery. This flexibility

has been key to the firm's ability to survive and thrive in a rapidly evolving care industry. Its commitment to fairness and transparency has helped build lasting relationships with clients and providers alike, reinforcing its reputation as a trusted name in specialist nursing.

"Our significant breakthrough is the trust we've built with our community in specialist nursing support," Kavita shared. "Through powerful networking and marketing, we've reached a wider audience, making our brand not only visible but experienced through the quality of care we deliver.

The trust our contracting companies place in us is remarkable. Even with nurses on their own teams, they continue to entrust their clients to us when gaps arise, confident that we operate within a fully ethical model of service delivery. That trust has kept many providers' doors open to us, offering both work and leads."

Building on this trust, the firm is now expanding into regional WA, including areas like Northam and York, where skilled nursing support is scarce. While travel and resource demands pose challenges, the team envisions establishing day clinics that operate even once a week, allowing clients to book appointments locally and reduce the need for travel to Perth. Looking ahead, the firm plans to extend its services interstate and offer both online and face-to-face training for support staff across the care sector.

With a clear vision for growth and a commitment to bridging service gaps in vulnerable communities, CaptainKSC continues to build on its reputation for delivering ethical, specialist care. This forward momentum has earned the firm the rightful recognition of Perth's Best Specialist Nursing Services 2025.

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