

# The Care That You Can Trust: The Professional and Compassionate Story Behind Captain K



Captain K is situated in Beechboro, a suburban area of Perth, Western Australia. Over the years, Captain K has earned strong trust and an excellent reputation as a renowned community nursing and NDIS disability service provider. The organization offers tailored support for individuals with permanent or significant disabilities, helping to elevate their overall quality of life while improving their self-esteem and personal confidence. Captain K delivers services with the right blend of professionalism, compassion, and genuine care.

Captain K proudly boasts an efficient and dedicated team comprising supportive, compassionate, and highly qualified nurses who are committed to ethical and client-centered care. The organization has received several prestigious awards, including Most Promising Company Founded or Managed by Indians in Australia and Best Specialist Nursing Services 2025 – Perth, among others, reflecting its consistent excellence and community impact.

Join us for an engaging conversation with Kavita Shiyani, CEO of Captain K, as she shares the vision, mission, and values that define Captain K, along with the integrity behind its community-focused services.

## **What is the inspiration behind the establishment of a trusted support system for many, that is, Captain K?**

My inspiration came from witnessing Australian nurses struggle with work-life balance. The workload in hospitals was



often beyond manageable, and this reality led me to explore alternative pathways within nursing, such as community-based and traditional nursing care. This journey eventually led us to work closely with Australia's largest government-supported initiative for people with disabilities, the NDIS.

Many people hesitate to openly discuss or seek help for incontinence-related issues. The Australian government spends over 100 billion dollars annually on incontinence-related care, and with an aging population, the situation is becoming increasingly alarming unless practical and sustainable solutions are implemented.

I envisioned the urgent need for comprehensive continence assessments and for bridging the gap in the continence-critical clinical sector. This motivated me to further expand my knowledge and formally graduate as a continence nurse specialist. As a mother of two young children, it was personally a very demanding period of my life, but the outcome was truly worth the effort.

At Captain K, we value care over profit. This is why we strongly emphasize offering free product samples before purchase, allowing individuals to make informed decisions and feel confident about how they invest their hard-earned money.

### **How does Captain K stand out from other disability service providers?**

Captain K focuses far more on quality than quantity when it comes to support services. My approach as CEO is not to offer multiple generalized services but to deliver highly specialized care, particularly in continence management. We deliberately aim to remain a small yet impactful organization, ensuring personalized attention while addressing the ongoing shortage of qualified continence nurses in the community.



### **What exclusive assistance measures are offered by your service?**

We offer highly flexible care solutions and deliver specialist nursing services directly in the client's home environment. This allows us to provide personalized clinical support alongside professional guidance aimed at improving continence health outcomes.

In addition, we educate clients about multidisciplinary team (MDT) supports available within the community that they may not previously be aware of. We actively connect clients with relevant specialists such as urologists, continence therapists, and other healthcare professionals, enabling them to enhance their overall health and long-term well-being.

### **How can effective assistance uplift the quality of life for a client with disability?**

Effective assistance significantly enhances the quality of life for clients

with disabilities in multiple ways. High-quality support empowers individuals to perform daily activities with minimal dependence on others, fostering a sense of autonomy and dignity that is essential for emotional and mental well-being.

Ongoing maintenance care, including physiotherapy, assistive devices, and personal care services, helps prevent further health complications. With improved physical health and emotional stability, clients often become more motivated to engage in social, educational, and community-based activities.

Active social participation reduces feelings of loneliness, strengthens social connections, and promotes a strong sense of belonging. This, in turn, builds confidence and encourages clients to pursue new skills and achieve goals they may have once believed were unattainable. Customized care enables clients to choose the support they need, ensuring comfort, independence, and an elevated standard of living. Additionally, aspiring clients are supported throughout their educational or employment journeys so they can pursue ambitions and actively contribute to society.

### **Can you talk about the core values that define the functionality of your service?**

Transparency, integrity, inclusion, consistency, and excellence are the five core values that define Captain K. Transparency has played a major role in earning the trust of patients, staff, industry brands, and long-term partners. Through open communication and the absence of hidden charges, Captain K has firmly established its credibility.

We strictly adhere to the nursing code of ethics and take full accountability in the event of any errors or mismanagement. Our team consists of individuals from diverse backgrounds,



all of whom are treated with equal respect and dignity. Consistency is reflected in our reliable care delivery and trustworthy administrative practices. Our pursuit of excellence is driven by continuous professional development, participation in industry conferences, and ongoing quality improvement training.

### **What guiding advice would you give to aspiring caregivers who wish to join your team?**

Captain K is a unique specialist

service that bridges the gap between clients and qualified nurses. We welcome dedicated professionals who share our vision and mission of serving people with disabilities and the elderly community with compassion, respect, grace, and dignity.

### **How does it feel to achieve success and receive multiple awards that recognize your journey?**

It feels like a dream come true and was completely unexpected. I still find it hard to believe that we received such recognition during challenging times faced by many disability and home care providers, both new and established. These challenges include funding cuts and the constantly evolving public scheme regulations within the NDIS and aged care sectors.

### **As a family-owned service provider that prioritizes support for veterans, what is the ultimate vision for Captain K?**

Our ultimate vision is to provide subsidized and affordable nursing care for private-paying individuals who are not eligible under public schemes. These individuals often struggle the most to find suitable nursing providers at reasonable costs.

I aim to establish a walk-in day clinic that is accessible to people across all schemes, allowing them to easily book appointments for

nursing support such as continence care, wound management, catheter care, and injections. This approach would help clients better plan and manage their daily activities. I am also open to collaborating with nonprofit organizations to provide free nursing care to homeless and underprivileged individuals, though this would require substantial financial support from both public and private sectors.

### **As CEO of Captain K, would you share the leadership journey that has elevated your service standards?**

When I first started Captain K, my plan was to assess its progress over two or three years and return to a regular job if it did not succeed. Through veterans' services and NDIS registration, we significantly enhanced our credibility by meeting strict regulatory and compliance standards.

Four years later, we continue to grow with stronger vision and purpose. While navigating the ever-changing NDIS and aged care regulations is undeniably challenging, I remain focused on maintaining strong work ethics and moral values in both my personal and professional life. Trust is non-negotiable in healthcare, which is why I strongly prioritize building long-term relationships rather than transactional engagements.

I firmly believe in integrity and fairness. Leaders who remain consistent, ethical, and open to new opportunities will always succeed, regardless of the circumstances.

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