

CARE ASSURE

Magazine

*Real Stories Real Impact
A Year Of Voices
Achievements And Care*

Empowering Communities Caring With
Compassion Supporting Every Journey

Contributors: Madeeha Usman, Parwin Illahi,
Mansi Thikekar, Ritika Singh

Editor & Design: Ritika Singh, Umer Islam

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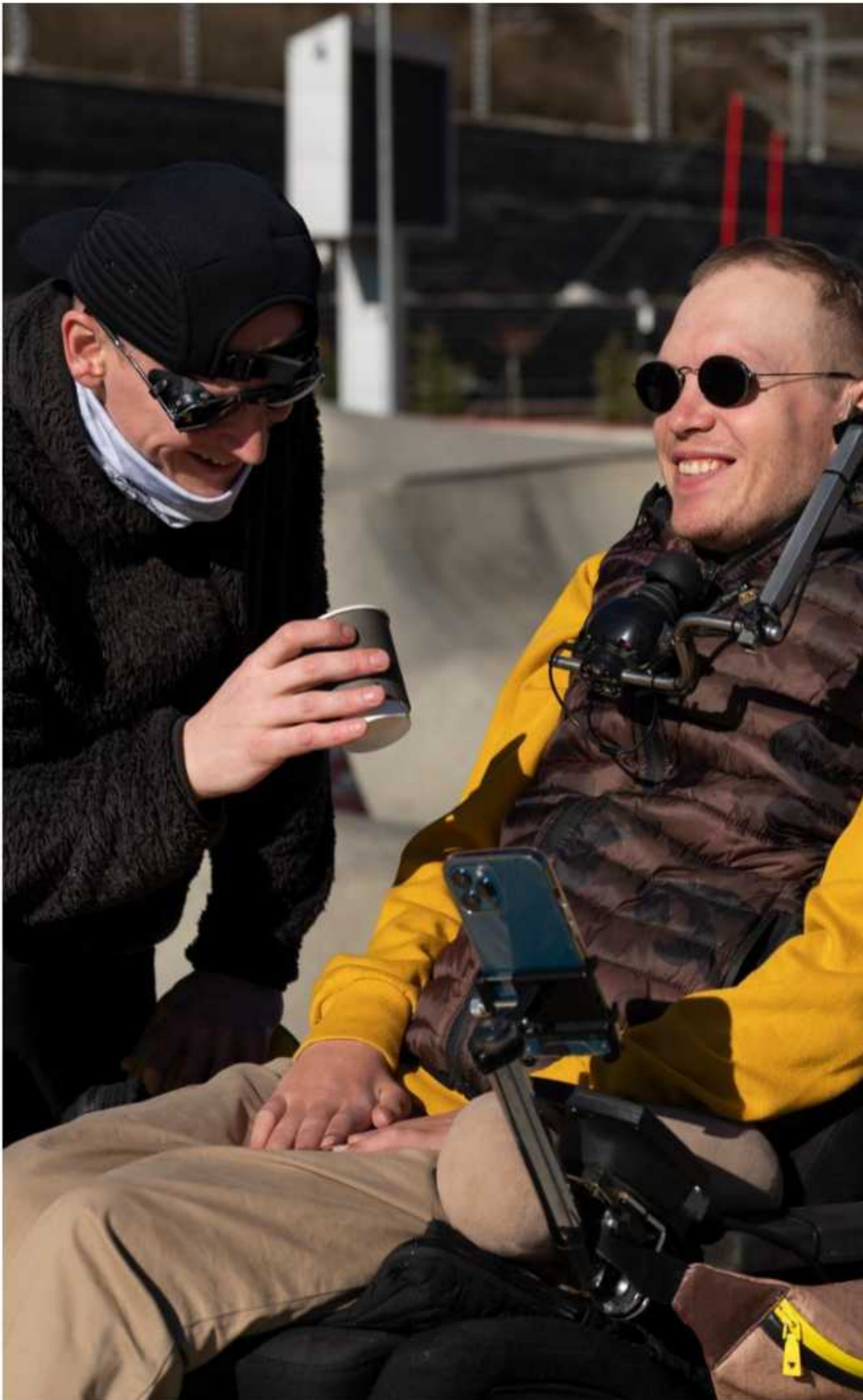
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Welcome

We respectfully acknowledge the Kurna people as the Traditional Custodians of the land on which we live and work. We recognise their continuing connection to land, waters, and culture, and we pay our respects to Elders past and present. We extend this respect to all Aboriginal and Torres Strait Islander peoples and celebrate their enduring contributions to our community.



This magazine is more than a collection of updates, it's a celebration of our community. It's about the people who inspire us every day, the challenges we've overcome together, and the shared belief that every individual deserves the opportunity to thrive. As we look to the future, our focus remains on growth, innovation, and deepening the impact we make in the lives of those we support. We invite you to explore these pages, connect with our stories, and join us in shaping the next chapter of Care Assure's journey.

From all of us at Care Assure — thank you for being part of our story.

It is with great pride and excitement that we welcome you to the very first edition of Care Assure's Annual Magazine. This publication marks an important milestone in our journey to reflect on where we began, celebrate how far we've come, and share the vision that guides us forward.

Care Assure was founded with a simple yet powerful mission: to create a place where care is not just a service, but a commitment to improving lives. Over time, that mission has been brought to life through the dedication of our incredible employees, the compassion of our support workers, and the trust of the individuals and families we serve.

Honoured for Making a Difference

Care Assure has proudly been recognised through a series of awards that celebrate excellence, dedication, and innovation in the disability and community care sector. These accolades, granted by respected external bodies, acknowledge the outstanding efforts of our teams and the positive impact we make on the lives of the people we support. Each award reflects our commitment to delivering person-centred care, driving best practices, and continuously raising the standard of support. Being honoured in this way reinforces our mission and inspires us to keep striving for meaningful change every day.



A U S T R A L I A N
P R O F E S S I O N A L S
S M A L L B U S I N E S S
C H A M P I O N
A W A R D S 2 0 2 5
W I N N E R

CITIZEN OF THE YEAR AWARDS

Reflect. Respect. Celebrate.

2025

Governor's Multicultural Awards 2022



Private Sector Award



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“

Believe in yourself, your abilities, and your own potential. Never let self-doubt hold you captive. You are worthy of all that you dream of and hope for.

”

-Roy T. Bennett



Photo consent has been taken from all participants.



From the CEO

A Story of Care, Courage & Purpose

Care Assure was born not from boardrooms, but from the heart of a mother. In 2019, while navigating the overwhelming journey of finding safe, culturally appropriate support for my daughter, I realised that the system often failed to see the person behind the paperwork. If the support we needed didn't exist, I decided I would create it, not just for us, but for every family searching for care that feels human.

Those early days were humble, just a small team in a modest space, bound by passion and purpose. We wore many hats, held countless conversations around kitchen tables, and built relationships one person at a time. What kept us going was the belief that everyone deserves to live with dignity, feel seen, and be supported to grow, regardless of their ability, background, or culture.

What started as a single step has become a movement. Today, Care Assure stands as an award-winning NDIS provider across South Australia and Tasmania, recognised for our commitment to inclusive, person-centred care. But what I am most proud of is not the awards or growth, it is the culture. A culture where support workers show up with heart, where participants feel truly understood, and where team members lift each other with kindness and respect.

Our work is not just about services; it's about stories of resilience, joy, healing, and hope. Every participant, every team member, every family has shaped this journey. This magazine is a celebration of those stories, and a reminder that when care is built on compassion and purpose, extraordinary things happen.

I remain committed to the values that started it all: empathy, equity, and a vision for a world where no one is left behind. Thank you to every person who has walked alongside us, your trust, belief, and courage inspire us every day.

***Together, we're not just building services—
we're building futures.***

Madeeha Usman

(CEO)

“Care began at home with one heart, one purpose, and one promise: that no one should walk their journey alone.”

*Any
Concerns?
Talk to us
Today!*




At Care Assure, your concerns are always our priority. Whether it's about supported independent living, plan management, accommodation, or daily living needs, our team is here to listen and help. If you have any questions or worries, don't wait—talk to us today and let's work together to find the right solutions for you or your loved ones.

We'd love to hear from you through:

- Our Quiz Form
- Our feedback channels
- Speaking with our SDMs

 (08) 7071 9276

 hello@careassure.com.au

 careassure.com.au

Meet The Team



Anthea Stutter

Business and Operations Manager

I'm Anthea, the new Area Manager and Business Development Manager for Tasmania at Care Assure. I am a qualified social worker with Honours and bring nearly 20 years of experience in the community sector, including extensive involvement in NDIS support coordination for SIL, SDA, and complex participants. I offer both professional expertise and lived experience as a carer, which fuels my passion for empowering individuals with disabilities to live with greater choice, independence, and dignity.



Parwin Ilahi

Head of Clinical and Business Operation

I joined Care Assure in November 2023 as the Quality, Risk & Safeguards Manager and now also support as the Head of Clinical and Business Operations. These roles bring meaningful responsibility by ensuring quality outcomes and safe, person-centred practice across our services. Care Assure has a truly family-first culture, and I'm grateful for the flexibility and encouragement I've received to maintain a healthy work-life balance. One highlight this year was our team achieving best practice in Incident Management during an external audit.



Leticia Gallo

Quality & Care Coordinator

As Quality & Risk Coordinator, I am passionate about ensuring that the services we deliver are not only safe and consistent but also aligned with our organisation's values, policies, and compliance standards at every level. My role involves closely monitoring docs, audits, incident reports, and ongoing feedback to identify potential risks, gaps in processes, and champion a culture of continuous improvement. I enjoy working alongside our dedicated teams by offering hands-on support, fostering collaboration, and promoting clear communication to help embed best practices and uphold high-quality, person-centred outcomes for all the participants we proudly serve.



Harmeet Kaur

HR Associate

As an HR Associate at Care Assure, I support recruitment, onboarding, and HR compliance while providing ongoing support to staff and leaders. This year has strengthened my skills, confidence, and ability to manage priorities effectively. Working at Care Assure has been rewarding due to its collaborative culture and strong focus on quality.

Supriya Mondal

HR Generalist

After having around 10 years of strategic and operational HR experiences, I have recently joined Care Assure as an HR Generalist, where my role focuses on supporting our people across the employee lifecycle including recruitment- placement, strengthening HR processes, and ensuring our practices align with NDIS compliances and organisational values.



Our Crew



Mansi Thikekar
Intake Officer



Ritika Singh
Marketing &
Media Officer



Mwangala Nalishuwa
Rostering Officer



Zoya Siddique
Executive
Assistant to CEO



Pavitra Kesi
Assistant Rostering
Officer



Muhammad Ammar
Care Plan
Management

Service Delivery Managers



Sumita Chitrakar
Service Delivery
Manager



Loveleen Anderson
Clinical Nurse &
Service Delivery
Manager



Muhammad Zeeshan
Service Delivery
Manager



Priyanka Sharma
Assistant Service
Delivery Manager



Usama Bin Saif
Assistant Service
Delivery Manager



Lobzang Dawa
Assistant Service
Delivery Manager

Quality In Focus: 2025 Audit Insights

As we close out 2025, our audits have provided us with a valuable overview of Care Assure's growth and progress throughout the year. These annual reviews covered every aspect of our operations, from service delivery and governance to financial accountability and compliance. They gave us the opportunity to see where we are excelling and where we can continue to improve.

The audits highlighted strong results in participant engagement, the delivery of personalised supports, and our ability to remain transparent in managing NDIS funds. Our commitment to compliance has also strengthened our reputation as a trusted provider, while our growing team has helped us maintain consistent quality as we expanded services across South Australia and Tasmania.

The audit process also revealed opportunities to refine our internal systems, streamline communication, and build even stronger processes to support our staff and participants. By addressing these areas with updated procedures, technology upgrades, and targeted training, we have already started to see improvements in efficiency and service outcomes.

For Care Assure, audits are not simply a tick-box exercise. They are about accountability, continuous improvement, and staying true to our mission: empowering participants with the care, respect, and opportunities they deserve. Each review allows us to build a stronger foundation for the years ahead.

As we step into 2026, the insights from our 2025 audits will guide our future direction. We remain committed to growing with integrity, delivering high-quality services, and continuing to build trust with the families and communities we serve.

Quality Achievements 2025

Our 2025 audits confirmed Care Assure's strong performance in service delivery, transparency, and compliance. They also guided us in refining systems, strengthening staff training, and enhancing internal practices. As we move into 2026, we remain committed to continuous growth, accountability, and delivering the highest standard of care. This year, we are excited to introduce new digital tools that will further streamline communication and improve participant engagement. Our marketing efforts will focus on building stronger community connections, expanding our reach across regions, and showcasing the success stories of those we support. With innovation at our core and collaboration across all teams, Care Assure is well positioned to lead the way in personalised, person-centred services. Together, we are shaping a future of inclusive support and measurable impact.



Best Practice

It is about going beyond compliance and creating real impact for participants. Throughout the year, our focus has been on delivering services that are person-centred, transparent, and effective. By tailoring support plans to individual goals, investing in staff training, and ensuring financial accountability, we've built a system that prioritises both quality and trust. These practices reflect our ongoing commitment to doing what's right, not just what's required. It's this dedication that helps us continually raise the standard of care and create better outcomes for every participant we support.

Some of the best practices we've embedded include:

- **Person-centred planning**

Creating support plans that reflect each participant's unique goals and aspirations.

- **Continuous training**

Investing in our staff to ensure they are equipped with the latest knowledge and skills.

- **Transparency and accountability**

Maintaining open communication with participants, families, and stakeholders.

- **Community connection**

Encouraging social participation and building strong networks of inclusion.

- **Regular feedback loops**

Actively listening to participants and families to refine and improve services.

Best practice is not a one-off achievement, but a continuous commitment we proudly renew every day through dedication, compassion, and high-quality care.

Strengthening our Foundation

Our Services & Continuous Improvement

We are committed to delivering high-quality, person-centred disability support services that reflect the diverse needs, goals, and aspirations of each participant. Guided by the core principles of choice, control, dignity, and inclusion, we tailor our supports to ensure every individual receives care that is not only safe and consistent but also empowering.

Whether it's assistance with daily living, accessible accommodation, or meaningful community participation, our dedicated team works alongside participants on their unique path toward greater independence. We foster strong relationships with families, support networks, and allied professionals to ensure holistic care across all touchpoints.

Overview of Support Services - We provide a wide range of NDIS-funded services including:

- **In-Home Support** – Assistance with personal care, domestic tasks, and health-related activities to maintain comfort and autonomy at home.
- **Supported Independent Living (SIL)** – 24/7 or drop-in support for individuals living in shared or individual arrangements, promoting skill development and confidence.
- **Specialist Disability Accommodation (SDA)** – Purpose-built homes with high physical accessibility and assistive technology to support complex needs.
- **Medium Term Accommodation (MTA)** – Temporary housing solutions that offer safe, supportive environments while participants await permanent living arrangements or home modifications.
- **Community Participation** – Enabling individuals to engage in social, recreational, and educational opportunities within their community.
- **Respite Services** – Short-term support to give both participants and caregivers a break, while ensuring quality care continues seamlessly.



Each service is designed to promote growth, wellbeing, and community connection, while remaining flexible to adapt to evolving needs and preferences.

Our Commitment to Quality & Innovation

We are committed to continuous improvement through regular feedback, quality checks, and professional development aligned with NDIS Practice Standards. In 2025, we introduced digital platforms that enhance transparency, streamline communication, and improve participant outcomes. As we grow, we remain focused on innovation, compassion, and participant-led care to deliver a higher standard of disability support.

Safeguarding, Governance & Compliments

Creating a culture of safety and trust is central to everything we do at Care Assure. Our leadership, systems, and staff work cohesively to uphold the highest standards of governance and participant protection, guided by the NDIS Quality and Safeguards Commission

Participant Safeguarding & Safety - Our safeguarding measures are proactive and robust. From regular risk assessments to training in abuse prevention and incident reporting, we ensure that participant safety is never compromised. In 2025, we strengthened our incident response framework, enabling faster resolutions and greater support to those involved.

Governance & Accountability - Our governance model reflects transparency, responsiveness, and ethical leadership. Executive teams meet regularly to review performance metrics, compliance obligations, and service feedback. Strategic decisions are informed by participant voices, frontline insights, and evidence-based practice, ensuring our operations are people-centred and outcomes-driven.

Compliments from the Community - Positive feedback from participants and families fuels our passion and reaffirms the impact of our work.

“The support has been life-changing. I feel seen and respected.”

-Participant

“It feels like home.”

-Participant

“The work Madeeha has done and is doing is clearly transforming lives. I am also particularly impressed with the fact that diversity is embedded in the Care Assure culture, and that your team represents so many different nationalities and supports skilled migrants something that I am particularly passionate about.”

-Afra Prodan -Australian Federal Police (AFP)

“The way the staff understand my wife’s needs is truly special.”

-Family Member

Everyone feel heard and respected.



Equally important, we cover inclusive practices like cultural competency and effective communication

**MEDICATION
ADMINISTRATION &
CHEMICAL RESTRAINT**

Staff Training & Development

We ensure every team member is certified in CPR and first aid from day one. These life-saving skills are practiced through hands-on training simulations so that our staff can respond confidently to emergencies, keeping participants safe and reassured. In fact, maintaining an up-to-date first aid and CPR certification is now seen as essential in our field, and it's especially crucial when supporting people with complex health.

For NDIS compliance, we go beyond ticking boxes – we cultivate a culture of safety and accountability through comprehensive training. Every new staff member completes the mandatory NDIS orientation and induction modules before working with clients, covering critical topics like privacy, infection control, and emergency procedures. We then provide ongoing refresher courses so our team stays up-to-date and fully competent with the latest standards.

We're also passionate about training that instills our core values of person-centred care and inclusivity. Our team learns to see each participant as a person first – understanding their unique goals, culture, and preferences – and to support their independence with empathy. By reinforcing dignity and empowerment in every lesson, we ensure care is guided by what each individual needs and wants.

Client Stories



Behind every goal achieved is a story of courage — a person taking small steps, learning new skills, rebuilding confidence, and discovering strengths they may not have known they had. For some, it's the joy of moving into a home that finally feels accessible and safe. For others, it's finding the confidence to step back into the community, reconnect with passions, or make choices about their own lives for the very first time.

Each year, the heart of our mission is best reflected in the personal journeys of those we support. Many participants in the National Disability Insurance Scheme (NDIS) share success stories of improved health, independence, and control over their lives, and at Care Assure we are privileged to witness these transformations firsthand.



Kane's journey with Care Assure has been uplifting and inspiring.



The 26 Year Old Kane

“Kane’s fun-loving spirit is evident the moment you meet him.”

has been part of the Care Assure family for three years, receiving personal care support that empowers his independence.

He’s passionate about video games and cricket — two things that light up his days. “The Care Assure team is like my second family,” Kane says with a smile, describing how his support workers not only assist with daily routines but also share in his love of gaming, often joining him for friendly video game matches. Their genuine friendship and care have given Kane the confidence to embrace new experiences.



Kane’s journey with Care Assure has been uplifting and inspiring. In just a few short years, he’s gone from a shy newcomer to a vibrant community participant. Through every challenge and every victory, Kane knows he has a caring team behind him — one that celebrates his abilities and treats him like family. One of the highlights of Kane’s journey has been his growing confidence in social settings. From initially being reserved, he now enjoys connecting with others and participating in group events, always bringing warmth and positivity wherever he goes. His cheerful personality and sense of humour make him a much-loved presence in the Care Assure community.

Photo consent has been taken from all participants.

What They Say?



“ Care Assure’s support, led by your team leader has been outstanding. You should be proud of the truly excellent service you provide. We are continually impressed by the level of care my participant receives. ”



Government of South Australia
SA Health

Medical Head of Unit, Government of South Australia- October 01, 2025



“ I am writing to share our positive experience working with Care Assure, a registered provider that has been supporting a number of our NDIS participants through Supported Independent Living and Community and Social Participation services. Care Assure has consistently demonstrated a high standard of service delivery, with a strong emphasis on client well-being and outcomes. Their team comprises dedicated and qualified disability support workers, who are trained in complex care needs and psychosocial behaviours. The organisation is clinically led by experienced registered nurses, ensuring a robust and person-centred approach to care. One of the key strengths we have observed is Care Assure’s ongoing commitment to support worker training and professional development, which directly contributes to the stability and quality of care provided to participants. In intake team is also supportive and works with the stakeholders to find the best possible accommodation and support for participants. Based on our experience, we are confident in recommending Care Assure as a reliable and competent provider for any future SIL and CP referrals. Their consistent performance and participant-focused care make them a valuable partner in the disability services sector. ”



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human services

DHS (Department of Human Services)- July 17, 2025





Find out 'Who you are' and do it 'On Purpose'

This isn't just a motivational phrase, it's a commitment. A promise that every person living with disability deserves to live boldly, explore freely, and grow confidently, with the right supports in place to make it possible. As an NDIS provider, our approach centres around empowering individuals to explore what matters most to them. For some, that means building independence in daily life; for others, it might mean reconnecting with a long-lost passion, joining a social group, or trying something completely new. Whatever the goal, we walk alongside our participants, offering support that respects their voice, choice, and pace.

We don't just support plans—we support purpose. And we do it with compassion, consistency, and the belief that who you are is already enough. At Care Assure, we're not here to change you but we're here to help you shine.

Purpose doesn't come in one form—it's found in quiet moments of achievement, in brave first steps, in creativity, connection, and growth. Our team understands that support is not about taking control, but about unlocking potential. We help participants discover not just what they can do, but who they can become when surrounded by the right people, tools, and encouragement. Whether it's learning to cook a meal, accessing a new community space, speaking up with confidence, or simply feeling seen and heard, every milestone counts and every person's journey is unique.

At the heart of everything we do is the belief that everyone deserves to live life on their own terms.



Photo consent has been taken from all participants.

What is Positive Behaviour Support (PBS)?

Positive Behaviour Support (PBS) is an evidence-based, person-centred approach designed to improve the quality of life for individuals by understanding and responding to their unique needs. Rather than focusing on challenging behaviours themselves, PBS looks deeper at the environments, communication barriers, sensory factors, and emotional triggers that may contribute to those behaviours.

At its core, PBS aims to:

Understand the “why” behind behaviours

Practitioners identify what a person is trying to communicate through their actions. Every behaviour has a purpose, and PBS works to uncover it with empathy and careful assessment.

Build proactive, supportive strategies

Instead of reacting to distress, PBS creates environments and routines that reduce triggers and promote calm, safety, and predictability.

Teach new skills and strengthen independence

PBS empowers individuals with practical tools—communication aids, coping strategies, sensory supports, and structured routines that build confidence and autonomy.

Improve quality of life for the person & their support network

Families, carers, and support teams are involved at every stage. PBS enhances relationships, reduces stress, and supports meaningful participation in everyday life.

Prioritise dignity, choice, and respect

The person’s preferences, strengths, and goals shape the plan. PBS is not about control—it’s about empowerment and enabling people to thrive.

NDIS Positive Behaviours Support Plan

Joe’s Small Steps, Big Confidence

When Joe first came to Care Assure, everyday choices felt overwhelming. Loud environments caused panic, and unexpected changes often led to distress. Through gentle conversations and patient observation, our team learned the why behind her behaviours, fear, overstimulation, and difficulty expressing her needs.

With a personalised Positive Behaviour Support Plan, She began taking small but meaningful steps: choosing meals with picture cards, taking short outdoor walks, and practising calm-breathing routines. Her favourite milestone is ordering her own smoothie at the café, proudly using her voice in a space that once terrified her.

Today, Joe has more confidence, fewer meltdowns that help her feel understood and supported. Most importantly, she now helps shape her own behaviour support plan because it’s her journey, her pace, and her voice that lead the way.

“



South Australia &
Tasmania's Trusted
SDA Provider

Specialist Homes,
Tailored for
Independence

Transforming Lives
Through Inclusive
Living

CARE CASA

Specialist Disability Accommodation Provider



Premium SDA Housing

At Care Assure, we're proud to introduce Care Casa—our trusted Specialist Disability Accommodation (SDA) partner dedicated to redefining inclusive living. Care Casa offers high-quality, NDIS-approved homes thoughtfully designed to promote independence, dignity, and comfort for people with disabilities.

Each property reflects a deep commitment to accessibility, personalised support, and community connection. With modern design, advanced assistive technologies, and a person-centred approach, Care Casa helps participants not just live—but thrive.

What Makes Care Casa Exceptional?

- ✔ Purpose-Built SDA Homes Care Casa homes are crafted with accessibility at their core, incorporating modern features that meet the diverse needs of NDIS.
- ✔ NDIS Expertise Navigating the NDIS can be complex—Care Casa brings clarity, offering seamless coordination and guidance to maximise participant outcomes.
- ✔ Strong Community Focus By fostering inclusive, supportive environments, Care Casa empowers individuals to build lasting relationships and live meaningful, engaged lives.

Our Shared Values

At the heart of Care Casa are the same values we uphold at Care Assure:

Respect. Independence. Innovation. Compassion.

Together, we're building a future where every person is treated with dignity, supported in achieving autonomy, and welcomed into communities designed for their success.



Coming Soon

 12 Bedrooms

 6 Bathrooms

 Accessible

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Rd, Prospect
SA 5082



[Enquire Now](#)

 (08) 7427 1805

 accounts@carecasa.com.au

This **warm and welcoming** 12 bedroom, 6 bathroom residence prioritises comfort, accessibility and independence.



Staff Spotlight

"Every act of care tells a story of empathy, dedication, and quiet strength."



Every day, Care Assure's support workers provide much more than assistance—they bring compassion, understanding, and a personal touch to each moment. For our participants and their families, these professionals are nothing short of heroes, working tirelessly to promote independence and enhance quality of life every single day. Whether they're helping with morning routines, preparing meals, or accompanying participants to appointments, they handle every task with patience and heart. They are the steady, caring presence that brightens each day for those they support.



The emotional bonds that form between support workers and participants are truly special. Many support workers become like family, celebrating each milestone and offering comfort through life's ups and downs. They often go the extra mile—learning a participant's favorite song, mastering basic sign language to communicate better, or simply being there with a listening ear. This genuine connection not only uplifts the individuals they support, but also inspires everyone around them, creating a ripple of positivity in the Care Assure community. We couldn't be more grateful for these everyday heroes.

As we reflect on the journey of 2025, it's clear that Care Assure's commitment to empowering lives remains as strong as ever. Since our founding in 2019, we have actively supported people with disabilities to gain freedom, feel better, and enjoy the colors of life. Each year brings new growth and heartwarming success stories, and 2025 was no exception. Our values of compassion and inclusivity guided us through another year of challenges and triumphs.

This year, our community grew stronger and more inclusive than ever. We welcomed new participants and team members from diverse backgrounds, each contributing to a richer tapestry of experiences. Through initiatives that embrace everyone, we saw how diversity and mutual respect propel us forward. We even came together at our Stars of Care Assure gala night to honor the incredible dedication and compassion of our team, and to celebrate the remarkable progress of those we support.

Our CEO, Madeeha Usman, led with compassion and vision, inspiring all of us by example. Her outstanding service to the community was recognized when she was named the 2025 Citizen of the Year by the City of Salisbury—a proud moment for the entire Care Assure family. Under her guidance, our staff and support workers continued to go above and beyond, exemplifying what it means to care with integrity and heart. Their team spirit and unwavering commitment have nurtured a workplace where leadership is shared, and every voice is valued.

For all of us at Care Assure, this year's journey has ultimately been about the people we support. Our participants achieved new milestones, such as learning life skills and gaining greater independence, showing us the true meaning of resilience and joy. Each success, big or small, fueled our team's spirit and reminded us why we come together every day. As we close the year, we celebrate these shared victories and remain dedicated to creating a community where everyone feels they belong.



"Being part of the Care Assure family means celebrating each milestone as a shared victory."

— Madeeha Usman, CEO

Voices

Meet Shiva Kaphle

With a calm presence and a strong sense of leadership, Shiva brings focus and encouragement to every shift. As a Team Leader, he supports his team with clear guidance while building trust with participants through his reliability and care. Shiva's dedication to uplifting both his colleagues and those he supports plays a key role in fostering a positive and stable environment.

Here, we share his voice whose journeys remind us that it's the small, consistent efforts that often make the biggest difference.



What drew you to become a support professional?

I feel incredibly fulfilled assisting people with disabilities and contributing to positive changes in their lives. What drew me most to this role is my ability to build meaningful, trusting relationships with clients. I take great pride in fostering independence while ensuring that each individual's human rights are respected and upheld. Supporting others isn't just a job—it's a calling, and every day offers a new opportunity to make a real difference.

Can you share a meaningful memory from your time supporting others?

One of the most rewarding aspects of this work is receiving genuine appreciation from clients and their families. It fills me with joy when a guardian or participant acknowledges the positive impact we've had on their daily living. Knowing that our support has helped someone become more confident, independent, or happy is the kind of moment that stays with you and reminds you why this work matters so deeply.

What inspires you to show up with heart and energy each day?

Being part of a compassionate and committed team is a big source of inspiration for me.

I'm fortunate to work alongside colleagues who are kind-hearted and genuinely dedicated to supporting others. Our shared passion and teamwork motivate me to bring energy and positivity into everything I do. We believe in learning from one another and constantly growing to better support our clients in their everyday lives.

Is there a quote or mindset that helps shape how you approach life?

My approach to life is deeply rooted in empathy and equality. I truly believe that all human beings are equal, and we each deserve the same respect, care, and opportunity to thrive. One quote that guides me is, "The world is a home, and we all are members of one family." This belief inspires me to see the world through the eyes of those I support and offer assistance that honours their perspective and dignity.

Outside of work, how do you enjoy spending your time?

To stay grounded and inspired, I practice yoga and meditation regularly. These routines help me reflect, recharge, and keep the spirit of humanity alive within me. They're not just hobbies but important parts of how I maintain balance and continue to give my best in both personal and professional spaces.

Meet Priyanka

With quiet dedication and a genuine passion for helping others, Priyanka brings heart and steadiness to every day as a support professional. Their approach is rooted in kindness, patience, and a belief that even the smallest acts of care can leave a lasting impact. Whether offering a listening ear, guiding someone toward confidence, or simply being present, Priyanka shows up with purpose and humility.

What drew you to become a support professional?

I've always enjoyed helping people, and becoming a support professional felt like a natural path. Making someone's daily life easier brings me a deep sense of purpose and fulfillment. Knowing that my presence can bring comfort or make tasks more manageable gives real meaning to what I do.

Can you share a meaningful memory from your time supporting others?

One of the most touching moments for me was seeing a participant gradually grow more confident because of the support I provided. Watching someone come out of their shell and believe in themselves is incredibly rewarding. It reminds me why this work matters.

What inspires you to show up with heart & energy each day?

The thought that even a small gesture like a smile, a conversation or simply being there—can make a positive difference keeps me motivated.



Every day brings a new chance to help someone feel heard, supported, and cared for. That's what drives me.

Is there a quote or mindset that helps shape how you approach life?

I try to live by the mindset of being kind, patient, and doing my best in every situation. I believe that small, consistent actions can have a big impact. Whether it's with colleagues or participants, approaching each day with empathy makes a difference.

Outside of work, how do you enjoy spending your time?

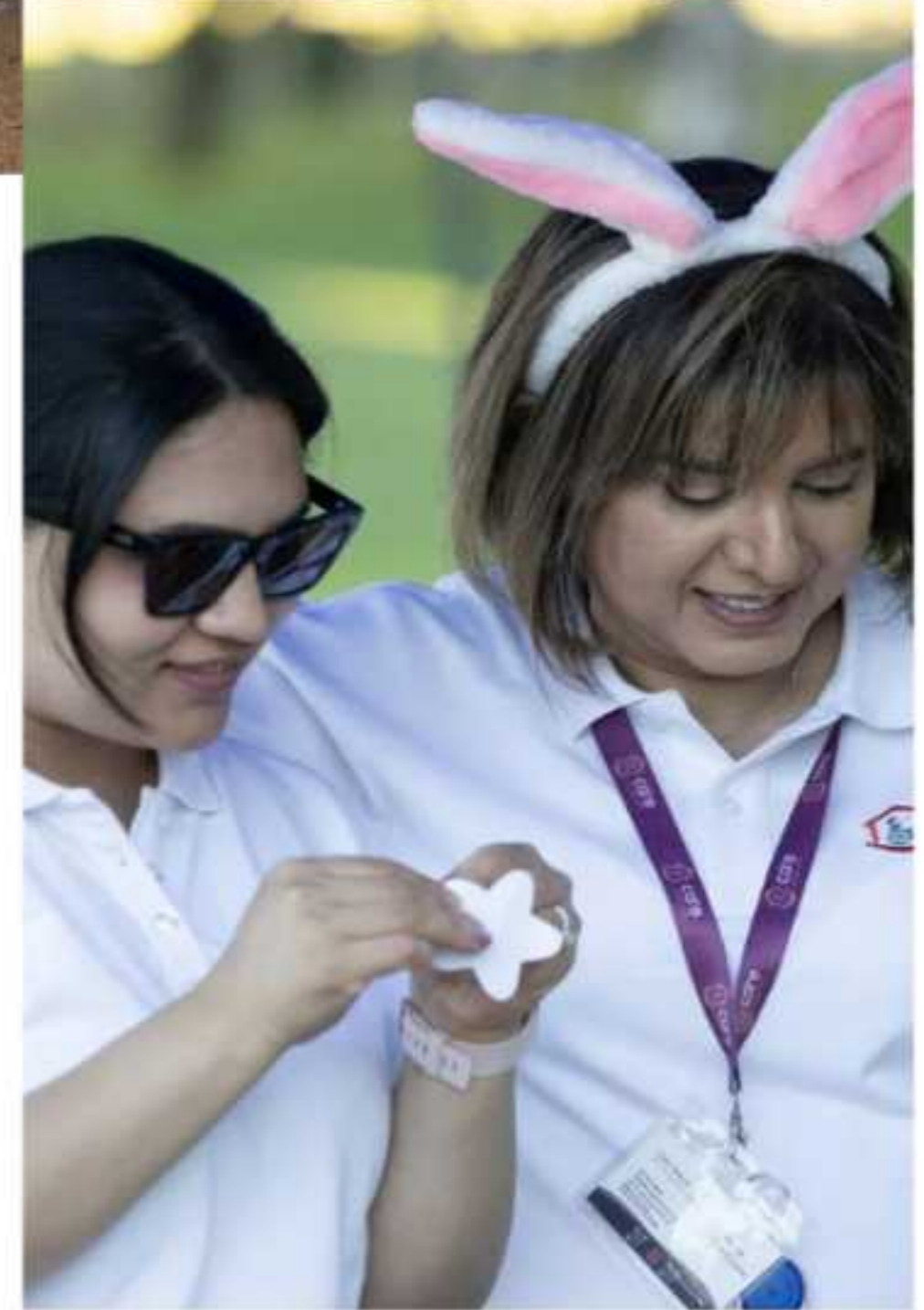
In my free time, I enjoy taking walks and listening to music as it helps me unwind and reflect. I also value quiet time, which allows me to recharge mentally and emotionally so I can return to work feeling refreshed and focused.

Easter Moments Across Miles

Easter at Care Assure was a joyful celebration of connection and community, with festivities lighting up both South Australia and Tasmania in their own colourful ways.

In SA, the day unfolded with Easter hat parades, creative craft sessions, and plenty of shared laughter as participants and staff came together to enjoy sweet treats and heartwarming moments. Meanwhile, Tasmania embraced the spirit of fun with a lively egg hunt that brought everyone outdoors and smiling, from participants to team members. What made the celebrations truly special wasn't just the chocolate or decorations

-it was the sense of belonging that filled each space, no matter the postcode. Though miles apart both states were connected by the same Care Assure values of inclusivity, warmth, and genuine joy, proving once again that when we come together with open hearts, we create memories that reach far beyond the holiday itself. the chocolate or decorations, it was the sense of belonging that filled each space, no matter the postcode.



Bushfire Safety

Summer in Australia brings longer days and sunshine but it also brings a higher risk of bushfires, especially in regional and semi-rural areas. At Care Assure, the safety and wellbeing of our participants, staff, and community is always our top priority. Staying informed is key. Make sure to regularly check official channels like the SA Country Fire Service (CFS) or TasAlert websites, tune into local radio stations, or download emergency apps such as Fires Near Me or Alert SA for real-time updates. If a warning is issued for your area, act early—don't wait for instructions. Prepare a basic emergency kit with essentials like medication, identification, water, a torch, and a charged phone, and have a safe exit plan ready.

For those receiving in-home or SIL support, our Care Assure teams are trained to follow clear emergency procedures to ensure swift action and calm communication. If you notice signs of smoke, unusual heat, or hear fire sirens nearby, notify your support worker immediately. Together, we'll assess the situation, contact emergency services if needed, and prioritise safe relocation. Staying connected, prepared, and calm during fire season can make all the difference—and we're here every step of the way to help keep you safe.



Australian Fire Danger Ratings



Moderate
Plan and prepare



High
Be ready to act



Extreme
Take action now to protect life and property



Catastrophic
For your survival, leave bushfire risk areas

Summer Wildlife Awareness

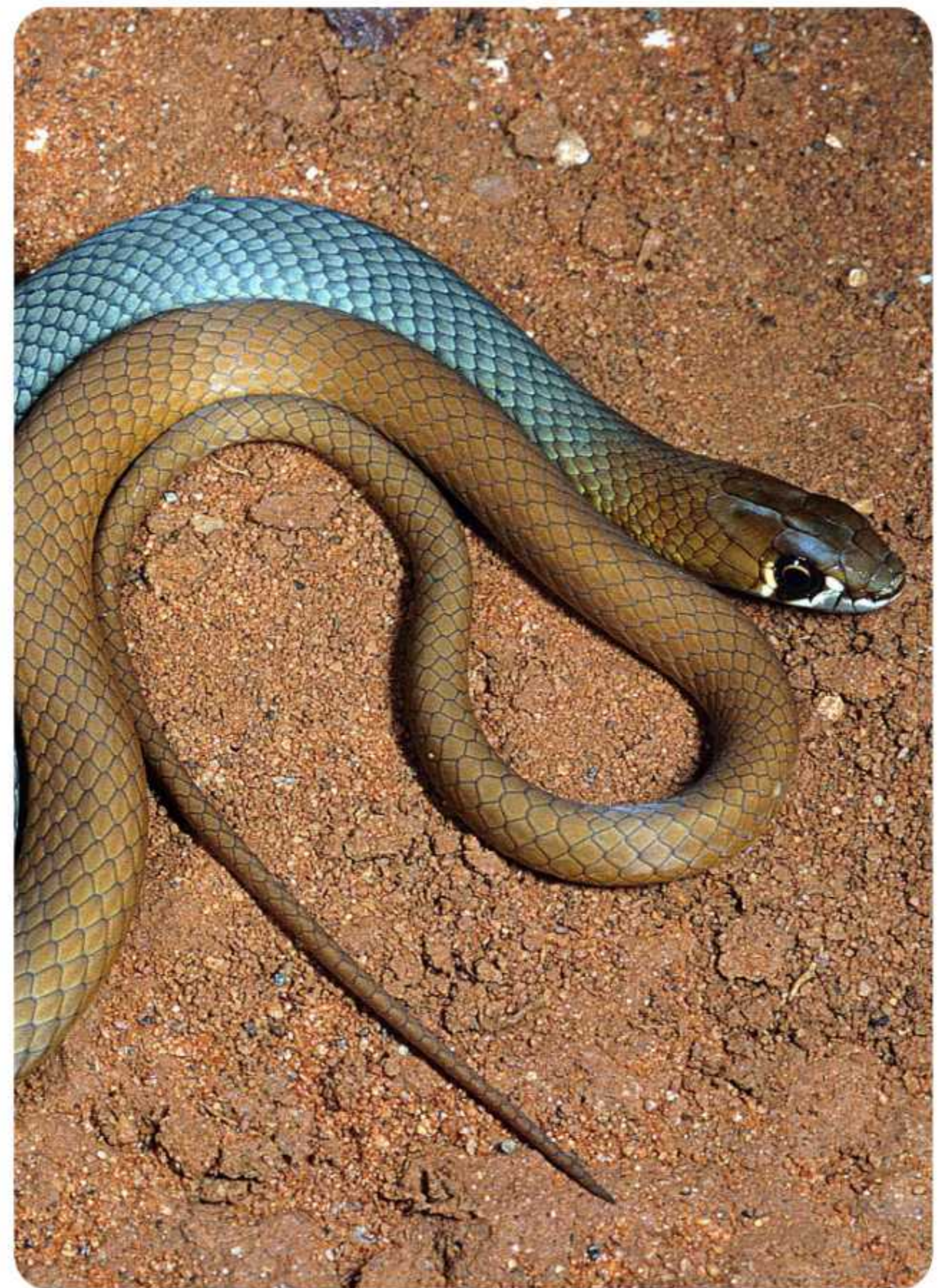


Alongside fire safety, summer also brings more wildlife activity. In bushfire-prone regions, snakes, spiders, and heat-affected animals may venture closer to homes and care settings. If you spot wildlife, always keep a safe distance and never attempt to move or handle them. Inform a staff member or local wildlife rescue service for help. Keep outdoor areas tidy, wear shoes outside, and be cautious around gardens, sheds, and shaded spaces.

By staying aware and prepared, we can all enjoy the summer season safely. At Care Assure, we're here to support you through every season—with care, clarity, and compassion.

Wildlife Safety Tips – Stay Aware, Stay Safe

- Wear closed shoes when walking outside, especially in gardens or grassy areas.
- Keep yards, pathways, and outdoor spaces tidy to avoid attracting snakes or insects.
- Check shoes, bags, and bedding if they've been left outside or in shaded areas.
- Avoid tall grass or bushland without supervision or support.
- Keep screen doors and windows closed or secured with fly screens.
- Do not attempt to touch or move wildlife—always contact your support worker or a wildlife rescue service.
- Stay hydrated and cool, as distressed animals may behave unpredictably in extreme heat.
- Know your local wildlife rescue contact numbers and share them with your support team.



Medical Support

Medical support is more than just a service. It is the assurance of expert care and genuine compassion. Our in-house Clinical & Registered Nurse provides vital professional support every day, from managing medication schedules and overseeing health needs to training staff and families in care best practices. Equally important is the human connection: this nurse builds strong relationships with participants and their families, fostering trust, offering calm reassurance, and becoming a steady health presence for both. With warmth, expertise, and unwavering dedication, our Clinical Nurse helps ensure each individual's well-being is nurtured and protected.

Family & Care Giver Voices

Family voices are at the heart of Care Assure's support approach. We cherish the trust families place in us and listen closely to their insights about their loved ones' needs and dreams. Participant families are active partners in each support journey, and their perspectives help shape truly person-centred care. Equally, Care Assure's caregiver team brings everyday compassion and unwavering dedication, collaborating with families to provide holistic support. Through open communication and mutual respect, caregivers and families together ensure each individual is cared for with empathy, dignity, and a deep understanding of what matters most to them.



Supporting Safe, Person-Centered Care

Delivering safe, high-quality care begins with truly understanding the unique needs, goals, and circumstances of each participant. Person-centred care is not just a practice—it's our philosophy. Whether supporting daily living, complex health requirements, or emotional wellbeing, our teams are committed to ensuring each individual feels seen, heard, and respected.

Our approach focuses on promoting choice, control, and dignity in every interaction. We encourage participants and their families to take an active role in care planning, ensuring that support aligns with what matters most to them. From creating tailored routines to facilitating social connection and independence, we aim to empower people to live their lives their way.

Understanding Sensory Processing Disorder

Sensory Processing Disorder (SPD) is a condition where the brain has trouble receiving and responding to information that comes in through the senses. People with SPD may be over- or under-sensitive to sights, sounds, textures, tastes, or movement. For example, a noisy shopping centre, flashing lights, or even clothing tags can feel overwhelming and distressing.

While SPD can affect anyone, it is commonly associated with autism and other developmental conditions. With the right supports—like quiet zones, noise-cancelling headphones, visual cues, and gentle routines—individuals with sensory sensitivities can feel more comfortable, safe, and included in daily life.

PARWIN ILLAHI

Registered Nurse



Parwin Illahi is passionate about delivering care that is both clinically sound and deeply human. Her approach is grounded in empathy, safety, and collaboration by ensuring that every participant receives personalised, high-quality support tailored to their individual needs. With a strong focus on continuous improvement and dignity in care, Parwin plays a key role in fostering safe environments where individuals feel heard, respected, and empowered every day.

Her leadership not only guides clinical excellence but also nurtures a culture where staff are supported and encouraged to grow. Parwin believes that true person-centred care begins with strong relationships and open communication. Whether overseeing incident management, supporting new initiatives, or mentoring teams, she works with integrity and compassion to uphold company's mission of delivering safe, inclusive, and responsive care.

Why This Matters in Disability Support?

Recognising conditions like SPD is essential in creating a safe environment for all. For some participants, a loud tone of voice or an unexpected touch can trigger distress. Our staff are trained to notice non-verbal cues, offer choices, and adapt interactions to reduce sensory overload and increase comfort.

Simple adjustments—such as dimming lights, using calm spaces, or planning low-sensory outings—can make a powerful difference in wellbeing and participation.

Continual Learning for Safer Support

We are committed to improving how we deliver person-centred care through ongoing training, feedback from participants, and partnership with families. In 2025, Care Assure is rolling out new sensory awareness workshops for support staff, co-designed with people who experience sensory challenges themselves.

Every action we take is grounded in our promise: to provide safe, respectful, and responsive care—where every person feels they belong.





Have Your Say

A space for people with disability to shape the future of support.

📞 Get in touch: 1800 035 544
NDIS Quality and Safeguards Commission



What is a Participant Feedback Group?

A participant feedback group gives individuals with disability, along with their families and carers, the opportunity to be heard. It's a platform to share real experiences, raise concerns, and suggest ideas to improve the delivery and quality of NDIS services.

These groups ensure that the voices of participants influence how services are delivered, helping to build a safer, more respectful and empowering support environment.

Want to get involved?

If you're passionate about improving disability services, you can join a participant feedback group.

Whether you're a participant, carer or advocate — your input helps shape better outcomes for all.

Call the NDIS Commission on
1800 035 544

Visit:
[ndiscommission.gov.au](https://www.ndiscommission.gov.au)

Why your voice matters:

Helps improve the safety and quality of disability services.

- ✔ Brings attention to what's working well and what's not.
- ✔ Builds stronger partnerships between providers and participants.
- ✔ Supports positive change through shared insights.

Minimalist Living



*Designing A Home That Is
Simple, Functional, And
Beautiful*





Location: Salisbury East- SDA/HPS Home.

Beyond physical accessibility, a minimalist environment offers significant sensory-friendly benefits for residents. Open layouts and clean, uncluttered rooms create a calm atmosphere that can help reduce anxiety and overstimulation. Traditional homes might have harsh

Minimalist living is all about simplicity and purpose – every element of the home is intentional, reducing clutter and focusing on what truly matters.

For people with disabilities, especially participants in Australia’s National Disability Insurance Scheme (NDIS), this approach can make daily life easier and more comfortable. With fewer obstacles and distractions, it becomes safer to move around and simpler to maintain daily routines. The result is a living space that feels open, calm, and accessible – a place where independence and beauty coexist in perfect balance. In the context of disability support, this philosophy shines in Specialist Disability Accommodation (SDA) homes and Supported Independent Living (SIL) services. Care Casa builds SDA homes that embrace minimalist, accessible design, and Care Assure provides SIL supports within them, helping residents truly benefit from these simple, functional, and beautiful spaces.

lighting, loud appliances, or busy décor that can overwhelm the senses, but in a minimalist SDA home these triggers are softened or eliminated. There is less visual clutter and noise, which means individuals who are sensitive to sensory input can truly relax in their living areas. Soft, neutral colors and adjustable lighting (such as dimmable lamps or natural light controls) further contribute to a soothing environment. Everything has its place, making it easier to stay organized and focus on daily activities without stress. In short, a simpler space leads to less sensory overload and a greater sense of calm and control, allowing residents to feel more comfortable and at peace in their home.

Partnership

Care Assure and Care Casa are enabling NDIS participants to live in accessible, robust SDA homes

Staff Movement

As we reflect on the year, we take a moment to acknowledge the incredible contributions of staff members who have moved on from Care Assure in 2025. Each individual played a meaningful role in shaping our community with dedication, compassion, and professionalism. While we're sad to see them go, we celebrate their new journeys ahead and thank them for the lasting impact they've made. Their legacy continues to inspire us, and we wish them every success in their future endeavours.



Simran Sreshtha

Care Assure has been an incredible part of my professional journey. The organisation not only introduced me to the world of disability support but also helped me polish and refine my skills. I gained valuable hands-on experience, built my confidence, and developed a deeper understanding of how to support people with disabilities to live meaningful, independent lives. I am grateful for the opportunities and mentorship that have shaped me into a more capable and compassionate professional.

Doug Hicks

As I close this chapter with Care Assure, I do so with immense gratitude and pride. It has been an incredible journey working alongside such passionate, driven, and caring individuals. I've had the privilege of witnessing the organisation grow, evolve, and embrace a people-first culture that truly reflects its values.

Supporting our team and participants has been the most rewarding part of my role, and I leave with memories filled with collaboration, laughter, and shared purpose. I look forward to watching Care Assure continue to thrive and make a lasting difference in the lives of many.



Held in December under the summer sun, our Christmas BBQ has become a cherished tradition at Care Assure. It's a chance for participants, staff, and loved ones to come together, celebrate the year's milestones, and enjoy the festive spirit through food, laughter, and meaningful connection.

This year's menu included classic BBQ favourites, vibrant salads, and sweet holiday treats. Our kitchen team went above and beyond to cater to all tastes and dietary needs, ensuring everyone felt included and well-fed.

From holiday music to a visit from Santa, the event was packed with moments of joy. The laughter of participants and families filled the air, creating memories that will be treasured long after the decorations come down.

The Christmas BBQ isn't just an event — it's an expression of our values. We celebrate inclusion, connection, and the joy of simple moments shared with the people who matter most.



Care Assure's Christmas BBQ



At Care Assure, our celebrations reflect our purpose — bringing people together in meaningful, joyful ways. The Christmas BBQ highlights how small moments of connection can strengthen relationships and nurture a true sense of belonging.

Care Assure is proud to host events that celebrate diversity, inclusion, and the richness of community. These gatherings remind us that beyond care, we create spaces for people to thrive and connect.

From music and games to heartfelt conversations, our Christmas BBQ is a highlight of the year — where stories are shared, friendships deepen, and everyone is reminded they are part of something special.



The 2025 Annual Gala brought together our community in true Care Assure spirit — filled with heartfelt moments, gratitude, and the sparkle of a shared vision. Guests mingled under twinkling lights as laughter and conversation filled the air. The night offered a chance to reflect on achievements, reconnect with colleagues, and acknowledge the milestones that shaped the year. It was a celebration of progress and purpose.

We were honoured to welcome Hon. Jing Lee, MLC, to our Annual Gala. Her presence was a reminder of the importance of inclusive, community-driven care. With her ongoing support and advocacy, we continue to grow stronger in our mission to uplift and empower lives through compassion and connection.

An Evening of Celebration



Mayer Barbara Clayton



Cameras captured genuine smiles, spontaneous hugs, and proud milestones — all woven into an evening that reminded us why we do what we do. From award recognitions to candid laughs, each photo told a story of impact and inclusion. These are the memories that will carry us into 2026 with strength, heart, and a deeper commitment to the people we serve.

Live performances and vibrant energy lit up the night. Music and dancing brought everyone together, reminding us that joy and connection are just as vital to wellbeing as the care we provide daily.

From care workers to coordinators, every attendee brought a story of compassion and service. It was a night to pause, reflect, and raise a glass to the hard work and heart that defines our Care Assure family. Our team's dedication to person-centred care shone brightly as we shared successes, celebrated diversity, and looked ahead to future goals with renewed energy.



Guests took to the dance floor with smiles and spontaneity, while cultural acts added richness and flair to an evening that embraced togetherness and celebration.





Easy Healthy Recipes

Greek Yogurt Fruit Parfait

A refreshing, no-cook snack that's perfect any time of day.

Greek Yogurt Fruit Parfait is a refreshing, no-cook snack that's rich in protein, vitamins, and fiber. It's ideal for an energy boost between meals or a light dessert. With layers of creamy yogurt, naturally sweet fruit, and a satisfying crunch from granola, this snack is both nourishing and delicious. Best of all, it requires no cooking just simple layering, making it perfect for people of all abilities to prepare confidently and independently.

This snack supports gut health, boosts immunity, and keeps you fuller for longer plus; it looks as good as it tastes!

Time: 5 mins

Servings: 2

Ingredients

- 1 cup plain Greek yogurt
- 1/2 cup granola (low sugar)
- 1/2 banana, sliced
- 1/2 cup strawberries or blueberries
- 1 tsp honey (optional)

Instructions

- Spoon half the yogurt into two serving glasses or bowls.
- Layer with sliced banana and berries.
- Sprinkle granola on top.
- Add remaining yogurt and a final layer of fruit.
- Drizzle honey if desired and serve immediately.



Veggie & Hummus Wraps

Simple, healthy, and flavorful, this wrap requires zero cooking and can be made in minutes.

Time: 8 mins

Servings: 2

Ingredients

- 2 wholegrain tortilla wraps
- 4 tbsp hummus
- 1/2 cup grated carrots
- 1/2 cup baby spinach
- 1/2 cucumber, sliced thinly
- Optional: crumbled feta cheese

Instructions

- Lay out the tortillas and spread hummus evenly.
- Layer with carrots, spinach, cucumber, and optional feta.
- Roll tightly and cut in half to serve.

Chicken & Veggie Stir-Fry

Chicken & Veggie Stir-Fry is a simple, delicious meal loaded with colourful vegetables and lean protein. It's easy to make in one pan and requires minimal prep—perfect for anyone looking for a nutritious lunch or dinner option.

Time: 15 mins

Servings: 2

Ingredients

- 1 chicken breast, thinly sliced
- 1 cup mixed veggies (carrot, capsicum, broccoli)
- 1 tbsp soy sauce (low sodium)
- 1 tbsp olive oil
- 1 tsp garlic, minced
- 1/2 tsp ginger, grated (optional)
- Salt and pepper to taste
- 1/2 tsp sesame seeds (optional)

Instructions

- Wash and chop the vegetables. Slice the chicken breast into thin strips.
- In a large skillet or non-stick pan, heat olive oil over medium heat.
- Add sliced chicken to the pan. Cook for 4–5 minutes until browned and cooked through.
- Toss in the chopped veggies, garlic, and ginger. Stir-fry for 3–4 minutes until vegetables are tender-crisp.
- Add soy sauce, salt, and pepper. Stir well. Sprinkle with sesame seeds and serve hot.



Word Search



Find and circle all of the words are listed below that are hidden in the grid. The words may be hidden in any direction

A V O C A D O S N Q N S E G G M W
V Z F R B E D B P L A U G H T E R
E Z U I T E K B J R T P O E I R J
L A F C I M A Q I U I P I M V R Y
F V A K G P U C R D V O M P O Y Y
P E M E T O A G H O I R B O L S O
C R I T K M T K F L T T U W N T S
X D L A P D P K R P Y S S E L A P
S N Y I N R I C U H S H H R U U D
G E N E A O C A I N T W W G F F C
Q G I G O A N B T O A M A T E R I
Z R H F P L I T C L T L L A H E A
F O O T Y K C U A S B I K K I E L
J C L S H E Q O K K W L E S N I T
H V L W W S K R E N I O V U O O G
G N Y O G H U R T E D N U V H W X
E V I T R O P P G A R D E N I N G

Find the following words in the puzzle.

Words are hidden , , , , and

AVOCADO	CAMPING	FRIEND	LAUGHTER	PICNIC
BBQ	CRICKET	FRUITCAKE	MATE	RUDOLPH
BEACH	EMPOWER	GARDENING	MERRY	SUPPORT
BIKKIE	FAMILY	HOLLY	NATIVITY	TINSEL
BUSHWALK	FOOTY	KOALA	OUTBACK	YOGHURT



“

In every moment of support, we plant seeds of strength, belonging, and dignity.

”

Thank You



Phone

(08) 7071 9276



Email

hello@careassure.com.au



Website

www.careassure.com.au



Office

**393 North East Road, Hillcrest SA
(Head Office)**

2025 Edition
