

SUSAN NEPAL

Sydney, NSW 2144 | 0424 400 741 | susanepal@gmail.com

Professional Summary

Compassionate and experienced Aged Care Worker with over 4 years in aged care, disability, and mental health support. Skilled in delivering high-quality, person-centred care to elderly clients with complex health and emotional needs. Proven ability to promote independence, dignity, and safety while building strong, trusting relationships with residents, families, and multidisciplinary teams. Well-versed in daily living assistance, medication management, and dementia support in both residential and community settings.

Key Skills & Competencies

- Aged & Disability Care: Personal care, mobility support, continence care, feeding, hygiene, and grooming
- Medication Assistance: Administering and monitoring medications in line with aged care protocols
- Dementia & Mental Health Support: Compassionate care for clients with cognitive decline and psychosocial conditions
- Care Planning: Developing and implementing tailored wellness and aged care plans
- Manual Handling & Safe Transfers: Trained in hoisting and mobility aids
- Team Collaboration: Working with nurses, families, and allied health professionals
- Infection Control & Compliance: Adhering to strict hygiene and reporting standards
- Communication & Empathy: Building rapport with clients, respecting cultural and emotional needs

Professional Experience

Social Facilitator

CatholicCare Sydney - Sydney, NSW

Apr 2025 - Present

- Support elderly clients through community engagement and social inclusion activities.
- Facilitate individualised programs to improve emotional well-being and social connections.
- Collaborate with care teams to address the holistic needs of older adults and their carers.
- Monitor client progress and maintain accurate records for ongoing support.

Senior Support Worker

Breakthru, Social & Community Services - Sydney, NSW

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Dec 2023 - Present

- Provided aged clients with individualised support including hygiene, toileting, grooming, and medication prompting
- Supported elderly individuals with psychosocial needs and cognitive impairment to live independently
- Assisted with transportation and participation in community and recreational activities
- Delivered compassionate, trauma-informed care while maintaining privacy and dignity
- Mentored junior support staff on aged care best practices and client communication
- Liaised with families and medical professionals to ensure continuity of care

Assistant in Nursing (AIN)

Twilight Aged Care - Dural, NSW

Jul 2019 - Dec 2023

- Delivered high-quality, hands-on care to elderly residents in a residential aged care facility
- Supported residents with activities of daily living (ADLs) including showering, feeding, dressing, and transfers
- Monitored residents' health and emotional well-being, reporting promptly to nursing staff
- Maintained accurate documentation of care provided and followed care plans diligently
- Built trusting relationships with residents and families, supporting them through changing care needs
- Assisted in end-of-life care with compassion and respect

Education & Certifications

- Certificate IV in Ageing Support - Australian Health and Management Institute (2019)
- Diploma of Community Services - Australian Health and Management Institute (2021)
- Bachelor of Community Services - Torrens University (2023)
- Current First Aid and CPR Certificate
- Current Working with Children Check (WWCC)
- Clear Police Check (AFP)

Key Achievements

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- Delivered care to over 50 aged clients with high satisfaction and retention rates
- Consistently received praise from supervisors and families for dedication and compassion
- Achieved full compliance during internal audits through accurate documentation and policy adherence
- Contributed to team improvements in infection control and manual handling practices

Languages

- English - Fluent
- Nepali - Fluent