



Nirav

From production lines to enhancing lives: How Nirav has found a second home at ECH

Niravkumar Suthar was ready to get more out of his career and life when he discovered ECH. Although he wasn't experienced in community services, his compassionate nature and strong people skills perfectly complemented a role with our Home Services team. Today, as a Care Partner, Nirav is making a real difference in his community while getting more balance, growth and time for his family.

A rewarding new calling

Nirav's career journey has taken him from human resource consulting to production leadership. While the industries have changed, the heart of his work has always been about understanding people and communicating with empathy – skills he now uses every day at ECH.

"I believe empathy is one of the most important things in this world," Nirav says.

"I come from an Indian culture, where empathy is always a priority. It was also vital in my previous roles in HR and leadership. That experience has been very beneficial to me at ECH. I enjoy knowing I have done the maximum I can for a client's happiness."

As a Production Frontline Manager, Nirav worked long days, often finishing after midnight. With a young family at home, he knew he needed a change. When he joined ECH in 2023, he started as a Home Services Team Member, providing front-line support to clients in their homes.

"The first two weeks were a big learning curve for me," Nirav admits. "Community services was so different from production. But after two weeks, I realised we are doing something good for the community. It is the kind of role where you are rewarded straight away. You see the happiness you bring to clients and their families, and I just fell in love with the job."

With the practical and financial support of ECH, Nirav completed his Certificate III in Individual Support while being paid to study.



This foundation allowed him to progress quickly; within a year, he moved into a Care Partner Support Officer role.

Today, he is a Care Partner, connecting older South Australians with the health services they need to live confidently and comfortably at home.

"When you know a client is safe and happy with the support we've put in place, I feel proud. It means I can sleep peacefully at night, knowing I've fulfilled the promises we make to our clients."



Where collaboration and connection thrive

Starting on the frontline in Home Services gave Nirav a firsthand look at how a well-crafted care plan can change a client's life. Now, he uses that insight to navigate budgets, ensuring clients get the most out of their funding as their needs change.

Nirav knows that every figure on a page represents a real person's quality of life, and he values the regular face-to-face interaction he has with the people and families he supports.

"The best part for me is the client interaction – visiting them and making sure they don't feel like just a name in a system. I want to build a relationship where they feel safe and heard."

Although some days can be unpredictable, he always has the backing of his team, which he describes as his "second family."

"When it comes to support, everyone is right behind you," Nirav says. "My team comes

from different cultures, and everyone values each other. We discuss things, so if someone has a question or is struggling, we work it out together. Having a supportive team makes all the difference."

From celebrating birthdays with presents to gathering for Diwali and Christmas, the team makes sure everyone feels they belong. For Nirav, that welcoming culture starts at the top.

"My manager and seniors are always available to help. They always make sure to ask, 'Are you okay? Do you need any help?' That is a huge thing for any employee. ECH has become my second home, and that is because of the support I get here. You do your best, and they do the same for you."

A career that gives more

Outside of work, Nirav is a passionate artist. Working with charcoal and oil on canvas, his talent was recently recognised when one of his paintings was selected for the South Australian Living Artists (SALA) Festival.

"Painting is my stress-buster. It helps me find peace. I believe having these passions actually makes you more productive when you are back at work."

Nirav's six-year-old son shares that passion, often painting right alongside him. With family-friendly hours and a supportive team at ECH, Nirav finally has more time for these special moments.

"The work-life balance is amazing. I can start a little later to take my son to school, and when I finish at 5pm, I can go home and play with my little one."

With his sights set on a senior role, Nirav is using ECH's "Link and Learn" programs to help him get there.

"If you are positive and want to progress, ECH will back you up 100%. It is a two-way street. I've found that when you do your best for the organisation, they do the same for you. We fulfil our promises to each other, just like we do for our clients."

