HAVEN
COMMUNITY CARE

NDIS Registered Provider · 4-M1J1K4X

BUSINESS PROFILE · SOUTHERN & EASTERN METRO

Southern & Eastern Metro

Reliable, person-centred NDIS support across the southern and eastern suburbs of Melbourne.

Empowering Lives.

Supporting Independence.

Building Community.





12 support services
NDIS Reg. 4-M1J1K4X

Person-centred
Built around your goals

Carnegie head office
Southern & eastern Melbourne

SOUTHERN & EASTERN METRO HEAD OFFICE
212 Neerim Road
Carnegie VIC 3163

REFERRALS
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GENERAL ENQUIRIES
+61 456 242 335
info@havencommunitycare.au

ABOUT US

Care that feels like family, built around you

Haven Community Care is an NDIS registered provider supporting people with disability, their families and carers across metro and country Victoria and regional New South Wales.

We believe the best support comes from genuine relationships – workers who show up, listen, and respect the person in front of them. We take time to understand each person's goals, culture and routine, and build supports that fit their life.



Our mission

To deliver compassionate, person-centred and culturally safe supports that empower people living with disability to achieve their goals and live life their way.

Our vision

Inclusive communities where every person – whatever their ability, culture or postcode – has the support, choice and opportunity to thrive.

Why choose Haven?

- Person-centred, goal-focused supports
- Safe, screened and trained workers
- Respect for culture, kinship and community
- Clear communication and reliable rostering
- Self, plan and NDIA-managed participants

OUR VALUES

Compassion

We listen first and support each person with kindness and patience.

Inclusion

Everyone belongs. We help people take part in community on their terms.

Respect

We protect dignity, privacy, culture and choice in everything we do.

Empowerment

We back people to build skills, confidence and independence.

Acknowledgement of Country

Haven Community Care acknowledges the Traditional Owners and Custodians of the lands on which we live and work across Victoria and New South Wales, and pays respect to Elders past and present.

OUR SERVICES

Support services we deliver

Flexible, individualised supports delivered by a safe, reliable and empathetic team – tailored to each participant's goals, culture and routine.

Assistance with Daily Living

Everyday help at home and in the community, delivered your way.

Personal Care Supports

Respectful help with showering, dressing, grooming and meals.

Community Access & Social Participation

Sport, culture, events, learning and friendship.

Transport Assistance

Getting to appointments, activities, work and community.

Household Tasks

Cleaning, laundry and keeping your home running smoothly.

Development of Daily Living & Life Skills

Building skills and confidence for more independence.

Supported Independent Living (SIL)

Support to live as independently as possible at home.

Short Term Accommodation (STA)

Short stays that offer a break and a new experience.

Respite Supports

A well-earned break for participants, families and carers.

Group & Centre-Based Activities

Social, creative and skill-building group programs.

Return to Country Supports

Reconnecting with family, culture, community and Country.

Individualised Support Programs

Programs built around each person's own goals.

Self-managed

You pay us directly – clear invoices and records.

Plan-managed

Your plan manager pays us directly from your plan.

NDIA-managed

As a registered provider we claim directly from the NDIA.

Services available may depend on location and on each participant's NDIS plan.

WHERE WE WORK

Southern & Eastern Metro

From our head office on Neerim Road in Carnegie, our team supports NDIS participants, families and carers across Melbourne's southern and eastern suburbs – at home, in the community, and wherever life takes you.



SOUTHERN & EASTERN METRO HEAD OFFICE

212 Neerim Road, Carnegie VIC 3163

Communities we support

- Southern suburbs of Melbourne
- Eastern suburbs of Melbourne
- & surrounding communities

Local support that understands your community

- Responsive, reliable rostering across metro Melbourne
- Community access – sport, arts, study, work and social life
- Support with transport and getting around the city
- Culturally safe support that respects family, culture and identity

Referrals welcome from

- Participants and families
- Carers and guardians
- Support coordinators & plan managers
- Health workers, hospitals & community services

How to get started

01

Get in touch

Call, email or send our online referral form.

02

Have a yarn

We meet you to understand your goals, culture and routine.

03

Plan supports

We agree on supports, workers and a clear service agreement.

04

Start & review

Supports begin – we check in and adjust as needed.

Let's talk about your supports

CONTACT FOR REFERRALS

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Scan to make a referral

www.havencommunitycare.au 212 Neerim Road, Carnegie VIC 3163

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We reply within one business day.