



HeavenlyCare.247

Family-led NDIS support · Melbourne West

REGISTERED NDIS SERVICE PROVIDER

SERVICE BROCHURE

Care that meets you with heart, support that walks beside you.

Every life matters.

From personal care and community access to support coordination and registered nursing, we wrap the right people around each participant — wherever they are across Melbourne's western suburbs.

24/7.

SUPPORT AVAILABILITY

7+.

NDIS SERVICE CATEGORIES

10+.

WESTERN SUBURBS COVERED

1 day.

REFERRAL RESPONSE TIME

WHY FAMILIES CHOOSE HEAVENLYCARE

*Registered NDIS Service Provider · Police-checked · NDIS-screened
Nurse on board · NDIS & private funds · 24/7 support*

Call us any time — we reply within one business day.

CALL SENAIT · DIRECTOR

0432 041 509

CALL HEAVEN · ADMIN

0434 266 432

EMAIL

heavenlycare.247@gmail.com

24/7 support, including weekends & overnight shifts.

Built on the belief that every life matters.

HeavenlyCare.247 was founded in Melbourne's west to deliver the kind of care our directors wished existed for their own loved ones — patient, culturally sensitive, and built around the person, not the paperwork.

Today we partner with NDIS participants, families, support coordinators and plan managers across the western suburbs — with a Registered Nurse on board for clients with more complex needs.

Founded with love.

HeavenlyCare.247

By directors Senait Beraki & Heaven Yehdego,
after years on the frontline of disability support.

OUR VALUES

01

Hope.

We believe in what's possible — and walk alongside every participant to help them get there.

02

Dignity.

Care that honours your choices, your culture, your privacy and your pace. Always.

03

Purpose.

Support that goes beyond tasks — building skills, confidence and a life of meaning.

04

Together.

Families, plan managers and coordinators — we work as one team around you.

EVERYONE WELCOME

Dignity isn't conditional.

We proudly support LGBTQIA+ participants and people of every culture and faith. Care is given with respect — never judgement.

Every support a participant needs — all under one roof.

Mix and match the supports below. Every plan is shaped around your NDIS goals, your routines, and the people you trust.

01 Personal care & daily activities
Showering, dressing, mobility & medication prompts

02 Supported Independent Living (SIL)
Shared or solo home support, your way

03 Community access & participation
Social, sport, study & events out in the community

04 Support coordination
Connecting you with the right providers & services

05 Registered nursing
Clinical care from a qualified Registered Nurse

06 Domestic assistance & household tasks
Cleaning, laundry, meal prep & home maintenance

07 Life skills development
Budgeting, cooking, travel & daily independence

08 Transport assistance
Getting to appointments, work & social activities

09 Respite & overnight care
Short-stay and overnight support for participants

10 Therapeutic supports coordination
Aligning therapy plans with your daily supports

11 Assistance with daily life
General support across your everyday routines

12 High intensity supports
Complex care delivered by trained workers

Not sure which supports your plan covers?

Talk to our in-house coordinator — we'll help you build a schedule that fits your life.

Priced in line with the NDIS Price Guide — always.

Every service HeavenlyCare.247 delivers is billed strictly within the current NDIS Pricing Arrangements. No hidden fees, no charges above the NDIS price limits — just clear, compliant pricing you and your plan manager can trust.

OUR PRICING COMMITMENTS

01 Billed to the NDIS Price Guide

Every service is charged in line with the current NDIS Pricing Arrangements — never above.

03 No hidden fees

No sign-up or admin charges. You only pay what the NDIS Price Guide allows.

05 Weekend & overnight clarity

Higher rates for evenings, weekends and public holidays follow the NDIS Price Guide exactly.

02 Clear service agreements

Before support begins you get a written agreement outlining supports, rates and claims.

04 You see every claim

Every line item is explained so you always know where your budget sits.

06 Capped at the price limit

We never charge above the NDIS maximum for any support category we deliver.

WHERE OUR SERVICES SIT IN YOUR PLAN

CORE	Assistance with Daily Life	Self-care & household tasks — weekday, night & high intensity rates.
CORE	Community Participation	Group & individual access — plus NDIS transport rate per km.
CAPACITY	Support Coordination	Support Connection through Specialist Support Coordination, hourly.
CORE	Supported Independent Living	Standard & high intensity SIL — quote-based to your ratio.
CORE	Domestic & Household Tasks	Cleaning, laundry, meal prep & home maintenance, hourly.
CAPACITY	Registered Nursing & Therapeutic	Clinical & higher-intensity supports at NDIS rates.

NDIS funds

Funded through your NDIS plan — billed to the NDIS Pricing Arrangements.

Private funds

Paying privately? Clear private rates, agreed upfront, no lock-in.

NDIS price limits are reviewed yearly and vary by time of day and intensity. We apply the current applicable rate for every shift and never exceed the NDIS maximum — ask us to walk you through any line item.

Starting is simple.

Reach out and our in-house support coordinator will reply within one business day with next steps tailored to your plan — no pressure, no obligation.

01 Reach out

Call, email or use the contact form on our website. Tell us a little about the participant and the supports you're after.

02 We map your plan

Our coordinator reviews your plan and comes back with the applicable NDIS line items, rates and a suggested schedule.

03 Support begins

Once your service agreement is signed, we match the right support workers and start care around your routines.

GOOD TO KNOW

- No lock-in contracts — pause or change supports any time.
- NDIS and private funds both welcome.
- Same-day start where the right support workers are available.

CONTACT DETAILS

Senait Beraki

DIRECTOR

0432 041 509

Heaven Yehdego

ADMIN

0434 266 432

Email

heavenlycare.247@gmail.com

Service area

Melbourne's western suburbs

Hours

24/7 · including overnight & weekends

Let's chat about your support — no pressure.

HeavenlyCare.247

Available 24/7, including weekends, public holidays and overnight shifts.