



CAPABILITY STATEMENT

2023



COMPANY OVERVIEW

Carehaven Services is a premier healthcare recruitment solutions provider operating within Victoria, Queensland, New South Wales and Australian Capital Territory. We are an accredited NDIS provider, and we specialise in sourcing and hiring highly skilled nurses, midwives, and healthcare workers to meet the needs of the healthcare industry.

Our support team are available after-hours and we can provide staff to both metropolitan and rural areas.

Established in 2018, our priority at Carehaven is to look after our people, our clients, and our patients. We pride ourselves on providing a personalised approach to recruitment, taking the time to understand the unique needs of each client and healthcare worker to ensure the perfect match.

If you're looking for reliable and experienced healthcare recruitment providers, look no further than Carehaven Services. We care for our nurses, so they can care for you.

COMPANY DETAILS



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NSW | VIC | QLD | WA | SA | TAS



carehaven.com.au



(03) 9917 4486

ABN

98 628 693 569

OUR PURPOSE

Our vision is to be the conduit for successful healthcare staff placement across Australia: bringing together medical staff and healthcare providers/patients with maximum efficiency and safety for the provision of care to patients.

We are dedicated to delivering exceptional service to our clients, placing strong emphasis on after-hours support and maintaining fast response times. Our team takes pride in its diversity, with the company being female-owned and operated. We foster a culture of teamwork, effective communication, transparency and work-life balance. By offering our services, our goal is to make a positive impact on the world while creating opportunities for our employees to grow and advance in their careers. Employee engagement is a key priority for us as we strive to cultivate a positive work environment that benefits both our team and clients alike.



Carehaven - your partner in exceptional 24/7 healthcare staffing solutions. We value diversity, teamwork and employee growth while prioritising fast response times and after-hours support.

OUR SERVICES

We offer a wide range of solutions, including qualified healthcare staffing for NDIS Disability Support, in-home nursing care, and healthcare facility staffing for hospitals and aged care.

Our focus is on delivering personalised, reliable and cost-effective solutions to organisations in need of healthcare professionals.

We also provide comprehensive after-hours support to our clients, ensuring all needs are met, no matter the time of day.

Our experienced staff are highly trained, qualified and undergo thorough screening and training to ensure they meet the high standards of care we demand. We are committed to delivering quality solutions that are tailored to our clients' unique needs, ensuring that their expectations are not only met but exceeded. Whether it's for in-home nursing care or healthcare facility staffing, our team is dedicated to providing exceptional care and support to your clients.

Tailored healthcare solutions for your organisation's needs, from NDIS Disability Support to in-home nursing care and healthcare facility staffing.



NDIS DISABILITY SUPPORT

We provide qualified and experienced healthcare staff for NDIS Disability Support, offering tailored care and support services to help individuals with disabilities thrive in their communities.



IN-HOME NURSING CARE

Our in-home nursing care services provide high-quality and personalised care in the comfort of the client's own home, helping them to maintain their independence and quality of life.



HEALTHCARE FACILITY STAFFING

We provide qualified and experienced healthcare staff for hospitals and aged care facilities, working alongside other healthcare professionals to provide the highest level of care to patients.



CORRECTIONAL FACILITIES

Carehaven provides comprehensive healthcare services for correctional facilities, ensuring the well-being and medical needs of inmates are met with professionalism, expertise, and kindness.



HEALTHCARE ENVIRONMENTS

We are proud to offer healthcare staffing solutions across a wide range of environments to meet the diverse needs of our clients.

Our qualified healthcare staff are experienced in working in hospitals, correctional centres, and aged care facilities, where our staff work alongside other healthcare professionals to provide the highest level of care to patients.

Our in-home nursing care services are designed to provide high-quality care in the comfort of the client's own home including working with NDIS Disability Support clients, providing them with the care and support they require to thrive in the community.

Our experienced and qualified staff are equipped to work in a variety of healthcare environments, ensuring that we can meet the unique needs of each client.



- ✓ Public Hospitals
- ✓ Correctional Centres
- ✓ In-home
- ✓ General Practices
- ✓ Private Medical Centres
- ✓ Aged Care

Providing healthcare staffing solutions for NDIS, in-home, hospital, and aged care environments. Our qualified and experienced staff deliver high-quality care tailored to meet the unique needs of each client.

ACCREDITATION AND EXPERTISE

At Carehaven, we take pride in our accreditations and expertise, including our Labour Hire Licence and experience providing NDIS services.

Our staff have a wide range of expertise, from nursing and disability support to aged care and hospital staffing. We are committed to maintaining the highest standards of professionalism and quality in all aspects of our services, ensuring that our clients receive the best care and support possible.

- ✓ NDIS Accredited Provider
- ✓ Healthshare Victoria Member
- ✓ QLD, ACT, and VIC Labour Hire Licenses



At Carehaven, our staff's wide range of expertise, combined with our accreditations and commitment to quality, ensure the best care and support for our clients.



CASE STUDY

Problem

An aged-care facility in the metro Melbourne area called and had to fill a personal care worker shift after a team member called in sick. This shift started at 6 a.m. and the facility only became aware of the absence the evening before. This left them needing to fill the shift after hours and with 10 hours' notice.

Solution

This facility contacted Carehaven at 8:02 p.m., needing a qualified worker to fill this shift. Within 20 minutes, one of our consultants had a worker assigned to the role. While this facility ended up having one of its own team members fill that shift, another ended up calling in sick for a different shift. Carehaven's consultant and worker were able to adapt to fill this new gap.

Outcome

Carehaven was able to support this aged-care facility by filling a shift after-hours and with short notice, even when circumstances changed. We were able to offer a solution within 20 minutes, reducing anxiety for our client and ensuring care was maintained for the patients.



OUR CLIENTS

Our clients come from a wide range of healthcare environments, including in-home, hospitals, aged care facilities, general practices, and private settings. We are committed to providing tailored staffing solutions to meet the unique needs of each client, whether it's a private individual in need of in-home nursing care or a hospital in need of qualified healthcare professionals.

Our experienced staff are equipped to provide high-quality care and support across a range of healthcare environments, ensuring that our clients receive the highest level of service possible. We take pride in building strong, lasting relationships with our clients, based on trust, reliability, and exceptional service delivery.



Carehaven was an incredible support for us during the lockdowns. Anytime I needed rostering support they were my go-to, as I could always count on them for finding staff. Whether it was last minute requests or longer-term bookings, they were able to accommodate.

Katherine Houghten

(General Services Manager at Arcare Parkview and Nirvana).





GET IN TOUCH



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