



**Harbour
Help**

THE HARBOUR HELP STORY

Welcome to Harbour Help

Why we started, what we believe, and how we find the right person to walk alongside you.

OUR STORY

ADELAIDE, SA

WHERE IT ALL BEGAN

Why We Started Harbour Help

“Every good business starts by noticing something broken. Harbour Help started with two people noticing the same gap — from two completely different angles.”

Oscar and Santana didn't set out to build “just another” service provider. They'd each spent time inside the system — one from an allied health angle, one from an youth education angle — and they kept landing on the same conclusion: participants deserved support that was both clinically informed *and* genuinely well-matched to who they are. Rarely both.

So they built the thing they couldn't find elsewhere — a family-run team that takes both seriously. Here's where each of them started.



Oscar & Santana, on site

Oscar & Santana's Lens



Oscar

CO-FOUNDER

Oscar's path into disability support came through physiotherapy. Working alongside allied health professionals, he kept noticing the same gap: support work and therapy so often ran on separate tracks. A participant's therapy plan would set clear, measurable goals — but the day-to-day support around it wouldn't always know what those goals were, let alone actively work towards them.

Oscar believed support workers should understand a participant's therapy plan well enough to reinforce it — working alongside the wider MDT (multidisciplinary team), not separately from it.



Santana

CO-FOUNDER

Santana's path was different. In his previous role as an ESO, he saw first-hand how hard it can be in Australia to find a support worker who actually fits — not just someone available on a Tuesday, but someone whose personality, communication style and approach genuinely matches the participant they're supporting.

Too often, matching came down to who was free, not who was right. Santana set out to build something that treated compatibility as seriously as qualifications.

Bring those two observations together — health-informed support, and support built on genuine matching — and you get Harbour Help.

How We Match You

Every match we make draws on both founding insights — understanding your health and therapy goals, and understanding *you* — wrapped in the accountability of a family-owned business that stays involved for the long run.

1

We learn your goals

Including any therapy plans, MDT recommendations and NDIS goals already in place.

2

We learn you

Personality, communication style, interests, and what a good day actually looks like.

3

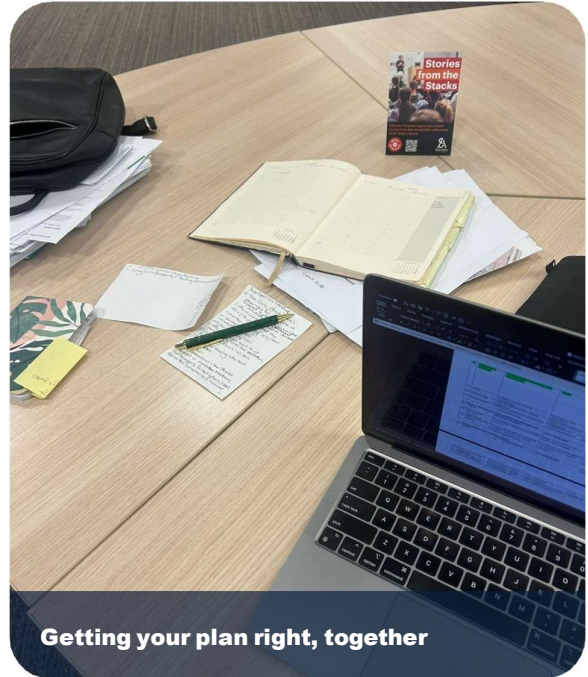
We match you

With a support worker suited to both your goals and your personality — not just their availability.

4

We stay involved

Regular contact with your Support Coordinator, so your plan keeps working for you.



Getting your plan right, together

An active role of care

We don't disappear after the match. Harbour Help stays in regular contact with your Support Coordinator — helping you understand your plan, and making sure you're getting the supports you're actually entitled to.



That's the story so far.

Two founders, two lenses, one family-run team — built to find you support that actually fits. We'd love to be part of your story next.

Let's Start The Conversation

Ready to meet the team, or just want to ask a question? We'd love to hear from you.

[Get In Touch](#)

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Harbour Help

Family-owned. Health-informed. Genuinely matched.