

Why Families Are Choosing HarbourHelp

The people, the philosophy and the promise behind
Adelaide's most genuinely connected NDIS support team.

NDIS PROVIDER

ADELAIDE-BASED

FAMILY-OWNED



HarbourHelp — Greater Adelaide Region

FOR PARTICIPANTS AND FAMILIES WHO WANT SUPPORT THAT ACTUALLY FEELS LIKE
A RELATIONSHIP.

READ THIS FIRST

Not All Support Feels The Same

Some providers tick boxes. Others build real relationships that move the needle on your goals. Harbour Help was built to be the second kind — family-owned, relationship-first, and genuinely invested in your outcomes.

This guide introduces what makes us different, and the people you'll actually be working with.

100%

Family-owned & Adelaide-based

Allied

Health Guided

1:1

Genuine, matched relationships

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01

Family-Owned & Relationship-First

Harbour Help is a family-owned NDIS support worker and mentoring provider based in Adelaide, built on one simple belief — that quality support starts with genuine relationships.

We know that every person is different, which is why we take the time to get to know our participants and their families. We believe the best outcomes come from trust, consistency and understanding — not a one-size-fits-all approach.

It sounds simple. In practice, it means fewer changeovers, more familiar faces, and a team that actually remembers what matters to you.

KEY TAKEAWAY

Relationships come first.

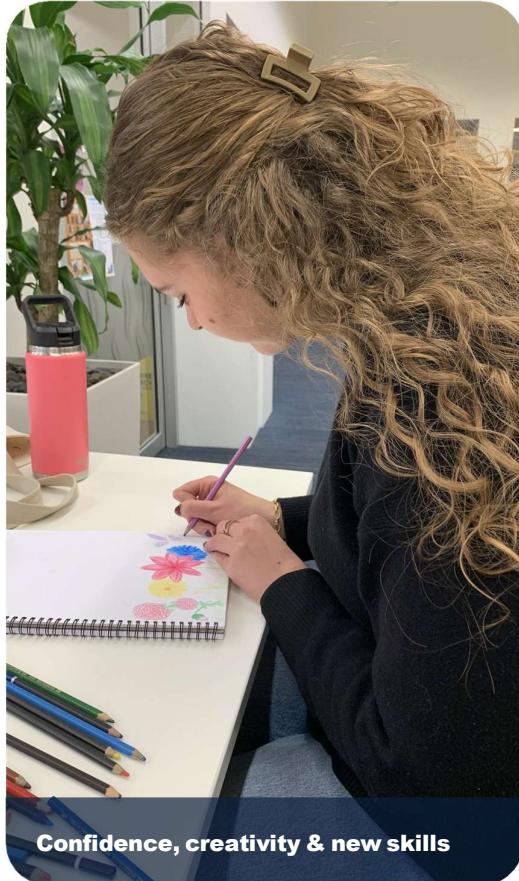
Trust and consistency aren't a nice-to-have — they're the foundation everything else is built on.



Building skills, one session at a time

02

Personalised, Not One-Size-Fits-All



Confidence, creativity & new skills

Our focus is on providing personalised support that helps people build confidence, develop independence, and work towards meaningful goals. While we support participants of all ages, we have a particular passion for working with younger people — providing positive, reliable support workers and mentors who encourage growth both in everyday life and into the future.

We're with you every step:

- Becoming more independent at home
- Building confidence in the community
- Succeeding at school or work
- Improving health and wellbeing
- Developing social connections

KEY TAKEAWAY

The right support looks different for everyone.

And that's exactly the point — a fixed program was never going to fit every goal.

03

A Team With Allied Health Insight

One of the things that makes Harbour Help different is our team. Many of our support workers have backgrounds in allied health, or are currently studying allied health professions — allowing them to approach support with a strong understanding of health, rehabilitation and person-centred care.

“We don’t just provide support — we understand the why behind it.”

Better Together

We collaborate closely with participants, families, Support Coordinators and Allied Health professionals — so support stays consistent, goal-focused and tailored.

Finding The Right Fit

Compatibility matters as much as experience. We match on personality, interests, communication style and goals — for connections that last.

KEY TAKEAWAY

Understanding the “why” changes everything.

Support grounded in allied-health thinking reinforces — not replaces — the goals your wider care team has already set.



MEET YOUR DIRECTORS

Oscar & Santana



Oscar

CO-FOUNDER & DIRECTOR

Oscar brings a people-first approach to HarbourHelp, with a strong passion for allied health, rehabilitation and helping individuals and families achieve meaningful outcomes. Alongside his work with HarbourHelp, Oscar is studying Physiotherapy and brings strong clinical knowledge, communication and leadership skills to the team.

As a Co-Founder and Director of HarbourHelp, Oscar combines his clinical knowledge with a genuine focus on providing personalised, family-centred support to participants and their families.

Fun fact: Oscar plays semi-professional football and somehow manages to balance training, study physiotherapy and run HarbourHelp!



Santana

CO-FOUNDER & DIRECTOR

Santana brings a people-first approach to HarbourHelp, with a strong background in community support and a genuine passion for helping individuals and families feel supported and understood. Alongside his work with HarbourHelp, Santana is studying Law and brings strong communication, organisation and leadership skills to the team.

As a Co-Founder and Director, Santana is passionate about building meaningful relationships and creating a supportive team culture where participants and their families feel heard and valued in their support team.

Fun fact: Santana is studying Law while also playing semi-professional soccer — so he's pretty good at balancing a busy schedule!

“Genuine relationships start with the people who show up.”

ALLIED HEALTH GUIDANCE

ADELAIDE-BASED

HANDS-ON LEADERSHIP



05 · WHO YOU'LL BE WORKING WITH

Harbour Help is more than our directors — it's a whole crew working together around you.

Support Workers & Mentors

The friendly, familiar faces who show up consistently and help make everyday goals happen.

Allied Health Collaborators

Physios, OTs, speech pathologists & psychologists we team up with to keep therapy goals moving.

Coordinators & Families

The wider circle we stay in close contact with, so nothing ever falls through the cracks.

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

Building relationships. Creating opportunities. Helping people achieve outcomes they can be proud of.