

Website Terms & Conditions

Website and initial enquiries | Version 1.1 | 28 October 2026

About these terms

These terms cover use of the Harbour Help website, team profile downloads and initial enquiries. They do not replace an individual service agreement. Contact us at hello@harbourhelp.com.au or 0468 250 175 with questions.

Information on this website

Website information is general. Service descriptions and examples help you explore possible support; they are not individual medical, clinical, funding or legal advice. Suitability and availability are discussed with you.

Enquiries, calls and bookings

Sending a form, requesting a call or expressing interest does not confirm an appointment, worker, start date, funding eligibility or service agreement. We will discuss the next step with you. Submit the enquiry form to arrange a free 15-minute introductory call. We will contact you to agree a time; submitting the form does not reserve a calendar slot.

Support arrangements and costs

Before support begins, confirm the agreed scope, worker availability, session rates, travel, minimum session lengths, cancellation arrangements and payment responsibilities in your service arrangements. The free meet and greet is separate from paid ongoing support.

Allied health support

Allied health assistance supports agreed activities from a treating professional's plan, within confirmed scope and supervision arrangements. It does not replace clinical assessment, diagnosis or treatment. Clinical therapy services marked as expressions of interest are not confirmed current appointments.

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Team profiles and photographs

Profiles are introductions, not a guarantee of availability or suitability. You may download them to consider support and share with people involved in that decision. Do not alter profiles, misrepresent qualifications or reuse personal photographs to imply endorsement.

Responsible website use

Use the website lawfully and provide accurate information when enquiring. Do not interfere with the site, misuse its enquiry form, impersonate another person or submit information about someone else without appropriate authority.

Third-party services and privacy

The website includes an enquiry form provided through LeadConnector and linked to Harbour Help's Blackbull CRM. Hosting, fonts and linked services may have their own terms and privacy information. Read the separate Website Privacy Policy before submitting information.

Consumer rights

Nothing in these terms excludes, restricts or modifies rights or remedies that cannot lawfully be excluded, including applicable rights under the Australian Consumer Law. See the ACCC's consumer rights guidance for general information.

Updates and contact

We may update these website terms as website features change. The version date identifies this document. For questions about existing support arrangements, refer to your agreed service documents and contact Harbour Help directly.

Further information: [ACCC consumer rights guidance](#)