



NDIS CAPACITY BUILDING · SKILL DEVELOPMENT

BUILDING SKILLS THAT STICK

How Capacity Building supports are delivered at ESports Collective — in a venue participants already want to be in.



ESPORTS COLLECTIVE
GIPPSLAND CARE COLLECTIVE

58 MACLEOD STREET
BAIRNSDALE, EAST GIPPSLAND VIC

SAME VENUE, DIFFERENT FOCUS

Capacity Building is NDIS funding for growing the skills participants need to do more independently over time — communication, social skills, regulation, problem-solving, planning, employment, and the everyday capabilities that grow from doing things repeatedly with the right support. This brochure is about how that work is delivered at ESports Collective by Gippsland Care Collective, across the Capacity Building sub-categories the hub claims under.

ONE VENUE, SEVERAL WAYS IN

Most of our programs can be funded in more than one way. The activity in the room can look similar from the outside — what changes is what the worker is focused on and how the session is structured. The line item follows the goal, not the venue.

SUPPORT CATEGORY	WHAT IT FUNDS	WHAT THE WORKER IS FOCUSED ON
Capacity Building IMPROVED DAILY LIVING · RELATIONSHIPS · EMPLOYMENT · S&C PARTICIPATION · THIS BROCHURE	Skill-building supports delivered by a worker or therapist.	Building communication, regulation, planning, social skills, and confidence so the participant can do more independently over time.
Assistance With Daily Life CORE SUPPORT	A support worker assisting or supervising personal, daily-living tasks.	Eating, hygiene, toileting, regulation, transitions, and the personal routines of being out of the house.
Social & Community Participation CORE SUPPORT	A support worker enabling access to community, social, and recreational life.	Getting the participant into the room, helping them take part socially and recreationally.

This brochure is about what it looks like when Capacity Building is the funding in play — whether the plan reads Improved Daily Living, Increased Social and Community Participation, Improved Relationships, Finding and Keeping a Job, or a mix. The worker is focused on growing one or two specific skills with the participant, week after week. The activities in the room — gaming, tabletop, the supported work crew, hanging out — are the reason participants come. The skill work happens alongside, around, or in the gaps.

REAL SETTING, REAL SKILL

WHY THIS WORKS AT THE HUB

Capacity building fails when the skill only exists in a clinic room. At ESports Collective, the participant is practising in a place they already want to be. The motivation is already there, which is what lets the work take root.

WHAT A SESSION LOOKS LIKE

A capacity building session is a skill, repeated, in a setting the participant chose to be in. The activity is the vehicle. The skill is the point.

Every session has a skill the worker is building with the participant — one or two at a time, named in the plan, tracked across the year. The gaming, tabletop, supported work crew, or just being in a venue they know is what gets them in the room. The skill work happens around it, alongside it, or in the gaps between. The skills below are the ones we most often build at the hub.

THE SKILLS WE WORK ON:

» COMMUNICATION

Starting a conversation, taking turns, asking for help, naming what you need, negotiating with peers. The everyday social moves that have to be practised in real situations to stick.

» SELF-REGULATION

Spotting the early signals, naming the feeling, using a known strategy, coming back to the session. Building the regulation loop the participant can eventually run on their own.

» PLANNING & PROBLEM-SOLVING

Working through multi-step decisions, weighing options, recovering from setbacks, planning a step ahead. Practical thinking skills that transfer beyond the activity.

» SOCIAL CONFIDENCE

Joining a group, holding the conversation, handling disagreement, recovering from an awkward moment. Built with a worker who can step in or step back as needed.

» FINDING & KEEPING A JOB

Showing up on time, taking direction, working alongside others, handling a customer, finishing a shift. Built in the supported work crew before being tested in open employment.

» INDEPENDENCE HABITS

Managing belongings, tracking time, following a plan, checking in with your own needs. The small habits that add up to running your own day and showing up where you want to be.

ONE SKILL, MANY REPS

CAPACITY IS BUILT ONE SESSION AT A TIME

One session rarely shifts a skill. What shifts a skill is the same worker, same focus, same setting, week after week — with the participant doing the work because they want to be there. The plan names one or two skills at a time. Progress is slow on purpose.

SKILLS THAT GROW WHERE THEY'RE USED

Capacity building delivered in a community setting works because the skill is being built where the participant will actually use it — with peers they want to spend time with, in routines they care about, with a worker who knows them.

REAL SETTING, REAL GENERALISATION

A skill rehearsed in a clinic room often does not travel. Working on conversation turn-taking at a desk does not always carry over to a noisy lunchroom. At the hub, the skill is being practised in the kind of setting where the participant actually needs it — a group of peers, a shared activity, real social pressure. The carry-over is shorter, because the rehearsal is closer to the real thing.

CONSISTENT WORKER, LONG ARC

Capacity building only works when the participant trusts the worker enough to keep trying. We roster the same support worker to the same participant where possible, working on the same one or two skills across weeks and months. That consistency is what turns small wins into a habit, and a habit into capacity.

MOTIVATION BUILT INTO THE SETTING

Most capacity building runs into the same wall: the participant does not want to do the work. At the hub, they show up because they want to be here. Sometimes that means the gaming pulls them through the door and the skill work happens alongside it. Sometimes they earn the gaming by getting through the session first. Sometimes they just want to be in a room with the same faces every week. The motivation is the venue, the people, and what the day might hold — not the skill work itself.

SKILLS ACROSS THE STRANDS

Capacity building at the hub does not happen in isolation. The participant might be working on communication in a 1:1 capacity building session, then bring those same skills into a peer-led social session the next day, then carry them again into a supported work shift later in the month. The same skill, in the same place, with the same people — across several different settings.

NINE MONTHS IN

WHAT WE CAN SAY SO FAR

Nine months in, we are starting to see early shifts — a participant who would not speak in a group is now running a D&D table, a participant who would not leave the house is now rostered into a paid shift. We do not yet have years of outcomes. What we do have is the foundation: participants who want to be here.

WHICH CODE, WHEN

Capacity Building work at the hub is delivered under more than one line item. The work in the room is the same kind of work. The code on the invoice depends on who is delivering it and which part of the participant's plan it sits under.

A participant's Capacity Building budget can fund a few different supports at ESports Collective. The right code depends on who is delivering the work and which part of the plan it is being claimed against. Improved Daily Living, Increased Social and Community Participation, Improved Relationships, and Finding and Keeping a Job all sit under Capacity Building and can all fund work delivered at the hub.

SUPPORT & CODE	WHO DELIVERS	WHAT IT FUNDS AT THE HUB
Skill Development & Training <i>incl. Public Transport Training</i> 15_037_0117_1_3	Support worker, 1:1.	Skill-building at the hub — communication, regulation, planning, independence — with gaming, tabletop, or the social space as the reason participants show up.
Speech Pathology 15_622_0128_1_3	Speech Pathologist Emma Porter.	Assessment, therapy, and training for communication, language, and social pragmatics.
Increased Social & Community Participation 09_009_0117_6_3	Support worker, 1:1.	1:1 capacity building focused on social and community participation — joining a group, holding a conversation, building peer connections.
Employment Assistance <i>Finding & Keeping A Job</i> 10_016_0102_5_3	Support worker, 1:1 in the supported work crew.	Workplace skills on real shifts — showing up on time, taking direction, handling a customer.
Individual Social Skills Development 11_024_0117_7_3	Support worker, 1:1.	1:1 capacity building focused on relationships — reading the room, handling conflict, keeping friendships.

Codes apply to participants aged 9+. Travel, reports, and short-notice cancellations may also be claimable. Talk to us about what suits your plan.

ONE PLAN, SEVERAL CODES

WHY THIS MATTERS

A plan does not have to choose between a support worker and a therapist — the right plan often funds both. Codes can sit alongside each other in the same week and work to the same goal.

INSIDE THE SPACE

The room participants come to. A purpose-built community hub in the centre of Bairnsdale.

PHOTO PLACEHOLDER
THE HUB FRONT

PHOTO PLACEHOLDER
A GROUP AT THE TABLE

PHOTO PLACEHOLDER
THE TABLETOP ROOM

PHOTO PLACEHOLDER
GAMING STATIONS

PHOTO PLACEHOLDER
THE SHARED LOUNGE

PHOTO PLACEHOLDER
THE QUIET CORNER

LET'S TALK ABOUT WHAT MIGHT FIT

We're happy to talk with participants, families, support coordinators, and Local Area Coordinators about whether Capacity Building supports at ESports Collective might suit. A phone call or email is the best first step — from there, we can arrange a visit to the hub, meet the participant in a way that works for them, and talk through what a session would actually look like.

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