



NDIS PROGRAMS & SERVICES

BUILT AROUND WHAT YOU LOVE

Community-embedded NDIS programs and supports for neurodivergent young people in East Gippsland — built around gaming, tabletop, and digital community.



ESPORTS COLLECTIVE
GIPPSLAND CARE COLLECTIVE

58 MACLEOD STREET
BAIRNSDALE, EAST GIPPSLAND VIC

GAMING GETS PEOPLE THROUGH THE DOOR

ESports Collective is a community gaming space and NDIS provider in Bairnsdale, East Gippsland. We started as a place for the community to come together around gaming, and that is still at our core. Today, our main focus is delivering NDIS programs that support people through the same thing that brings everyone else through our doors: a shared love of games.

What people gain once they are here is much bigger than gaming — confidence, friendships, skills, and a real sense of belonging.

TWO THINGS IN ONE PLACE

ESports Collective is two things working side by side. We are a community gaming space — open to everyone for casual gaming, after-school clubs, and special events — and an NDIS provider running a number of programs for the participants we support. Both share the same space, staff, and idea: that gaming brings people together, and belonging is something everyone deserves.

Walk in on a weekday afternoon and you will find a Dungeons & Dragons table mid-campaign, friends gathered around Magic the Gathering, and kids playing Minecraft side by side. Gaming naturally draws people in — particularly those who are neurodivergent, socially anxious, or disengaged from traditional sport. It offers clear structure, shared interests, predictable routines, and a way to connect without the pressure of constant conversation.

WHY WE EXIST

Regional towns like ours do not have many places for young people to go. For neurodivergent young people, that gap is wider again. Traditional sport, youth groups, and after-school activities often are not built for them, and a lot of young people end up disengaged, isolated, or staying home.

We exist to close that gap. We meet people through an interest many of them already share, and build a space around it that genuinely works for them. From there, we help them grow socially and personally, and open real steps toward work and independence.

IN OUR SPACE, NOT BEHIND A DOOR

HOW NDIS SUPPORTS FIT IN

We believe support should not be done behind closed doors. Our NDIS supports are delivered by Gippsland Care Collective from within the ESports Collective space — the same room the wider community uses to game and hang out. No separate clinical room, no closed door. Programs run during the day, when the venue is calm and uncrowded.

PROGRAMS THAT CONNECT

Gippsland Care Collective delivers a connected ecosystem of NDIS programs and services. Each one is meaningful on its own — and the connections between them create real pathways. The five strands are there to be drawn on, not climbed.

1	SOCIAL SESSIONS	Group gaming and connection that build friendships and belonging.
2	SKILL DEVELOPMENT	Building practical life skills and social confidence.
3	CAPACITY BUILDING	One-to-one support focused on independence and personal goals.
4	ALLIED HEALTH	Speech Pathology now, with more specialties to come.
5	SUPPORTED EMPLOYMENT	Paid work in the venue for those who are ready for it.

A participant might attend a peer-led social session, build digital skills one-to-one, join an after-school gaming session, head out into the community with a support worker, see our Speech Pathologist, and — if it suits them — eventually take on paid work. No one is required to move through every strand. The point is that the option exists, in the same place with people they already know.

IN THIS BROCHURE — NDIS PROGRAMS

1	THE SOCIAL CIRCLE	Peer-led group gaming and connection sessions in the venue.
2	THE WORKSHOP	One-to-one digital skills, work exploration, and employment readiness.
3	AFTER SCHOOL PROGRAMS	After-school gaming sessions, with participants matched by shared interest.
4	SIDE QUEST ADVENTURES	Group outings to gaming events and experiences outside the venue.
5	SUPPORTED WORK PROGRAM	Paid roles in the venue with a four-stage progression pathway.

OTHER NDIS SERVICES

6	COMMUNITY ACCESS	Support to engage with the wider community using familiar staff.
7	COMMUNITY ACCESS (TRANSPORT)	Transport support to and from our sessions and venue.
8	SPEECH PATHOLOGY	Communication, language, and social pragmatics support.

THE SOCIAL CIRCLE

A group social program where each participant starts with 1:1 support and pairs up with others over time as relationships build.

FORMAT Group program with individualised support — 1:1 to start, moving to 1:2 as confidence builds	SESSION LENGTH 3 hours, always. Currently 12–3pm	FUNDING CATEGORY Assistance with Social, Economic and Community Participation (Core)
WHO IT SUITS Participants who want regular social contact in a setting built around their interests		

WHAT IT IS

Several participants share the same room and session time, but each has their own support worker or peer mentor, especially at the start. As participants get to know each other, we pair those who fit together and move to a 1:2 ratio. Sessions are not therapy or skills training — they are time with people who share an interest, where being neurodivergent is the norm. A real social experience that does not require masking *is* the support.

Each session runs multiple activities in parallel; participants choose what they are into: **Retro Gaming**, **ESports**, facilitated **Dungeons & Dragons**, and casual **Magic the Gathering**.

WHO THIS IS FOR

» MAINSTREAM HASN'T WORKED

Standard community groups, sports clubs, or school social settings have felt overwhelming or just not interesting.

» CONNECTION THROUGH INTEREST

You make friends through what you're into, not small talk. Gaming and tabletop are real interests for you.

» YOU NEED SUPPORT TO TAKE PART

1:1 support to start is built in. You don't need to be ready for unsupported group settings to come.

» YOU WANT ROUTINE

A predictable weekly session, same time, same people, same space, is regulating.

HOW SESSIONS RUN

A session has a clear shape. Participants arrive, say hello, and settle, with each support person checking in. The first activity block follows — support workers play alongside, support turn-taking where useful, and step back when not needed. A shared lunch break sits in the middle; food is provided, and sitting around a table is one of the easiest ways for new participants to start talking to others. After a second activity block, the last ten to fifteen minutes are for tidying up, planning the next session, and saying goodbye.

THE WORKSHOP

One-to-one capacity building in digital skills, work exploration, and life skills, built around the participant's interests.

FORMAT 1:1 sessions in the venue with a peer mentor	SESSION LENGTH 2 to 3 hours	FUNDING CATEGORY Increased Social and Community Participation (Capacity Building)
WHO IT SUITS Participants ready to build specific skills or explore what work, study, or independence might look like		

WHAT IT IS

The Workshop is a one-to-one capacity-building program where a peer mentor works with the participant on a goal they have chosen — technical, social, or developmental. The structure is set by the goal, not the program: we agree what the participant wants to build toward, break it into manageable pieces, and meet weekly. Progress is recorded, shared with the participant, and used at plan reviews.

“We start with what they care about. The skills follow.”

EXAMPLES OF WORKSHOP GOALS

- » Set up a Twitch or YouTube channel and produce three pieces of content.
- » Build a working gaming PC from parts, selecting compatible components within a budget.
- » Learn to use Notion or another digital tool well enough to manage daily routines.
- » Run a beginner Dungeons & Dragons session for new players in the venue.
- » Explore three kinds of work through site visits, conversations, and a short trial.
- » Prepare a folio of work for a TAFE course application.

WHO THIS IS FOR

» A SPECIFIC SKILL IN MIND

Something concrete you want to learn or build, where a regular structured 1:1 setting helps you stick with it.

» 1:1 FITS BETTER THAN GROUP

You learn better with one person you trust. Group sessions can come later, or alongside.

» WORK OR STUDY ON THE HORIZON

Not necessarily ready yet, but you want to explore what it could look like in a low-pressure setting.

» PROGRESS YOU CAN SEE

You want to leave with something tangible — a portfolio, a project, a clearer sense of what is next.

AFTER SCHOOL PROGRAMS

Weekly after-school gaming sessions, where participants are matched by shared interest so they can build real connections with peers.

FORMAT Weekly small-group after-school sessions, grouped by shared interest	SESSION LENGTH Typically 2 hours, after school	FUNDING CATEGORY Assistance with Social, Economic and Community Participation (Core)
WHO IT SUITS School-aged participants who want a regular after-school activity built around an interest they already love		

WHAT IT IS

After School Programs are weekly small-group sessions that run during term-time, organised around the gaming interests participants already love. We match participants by shared interest, so everyone in a session has something real in common from day one — friendships grow out of a campaign, a deck, or a build. NDIS participants attend alongside community members, using their funding for support.

INTERESTS WE RUN

ESPORTS	Competitive and casual video game play — team-based skills and friendships.
DUNGEONS & DRAGONS	Facilitated campaigns and one-shots with structured, supportive turn-taking.
MINECRAFT	Shared-world building and exploring — suits younger and cooperative players.
TRADING CARDS	Magic the Gathering and Pokemon — casual play, deck-building, and drafts.
BOARD GAMES	Modern board games rotated each week. Great for clear, rule-based social structure.

WHO THIS IS FOR

» AFTER SCHOOL IS HARD

Standard after-school care or sitting at home doesn't fit. A structured, interest-led activity works better.

» ROUTINE MATTERS

A regular, predictable weekly session with the same people is regulating.

» CONNECTION THROUGH INTEREST

You make friends through what you're into. Being matched with peers who share that interest is the support.

» BUILDING INDEPENDENCE

Some need a support worker in the room; others build up to attending without one.

HOW SESSIONS RUN

Participants arrive after school and settle into the activity — the campaign, the game, the build — with a facilitator to set up and support. Because everyone is grouped by shared interest, there is always common ground to connect over.

SIDE QUEST ADVENTURES

Supported group outings to gaming events, conventions, and community experiences outside the venue.

FORMAT Group outings, typically 3–6 participants with 1–2 support workers	DURATION Half-day to full-day; occasional overnight trips	FUNDING CATEGORY Assistance with Social, Economic and Community Participation (Core)
WHO IT SUITS Participants who want to experience bigger events with a known group rather than going alone		

WHAT IT IS

Side Quest Adventures is the group version of Community Access. A small group goes together — to a gaming convention, a tournament, a games shop expedition, an arcade afternoon. Participants usually already know each other from The Social Circle or from being in the venue. Going somewhere new with a familiar group is a different experience from going alone.

“A side quest is a real adventure. Just one you choose to take with people you already know.”

EXAMPLES OF SIDE QUESTS

- » Trips to PAX Australia and similar gaming conventions in Melbourne.
- » Day trips to specialist trading card and board game shops outside Bairnsdale.
- » Local and regional Magic the Gathering or Pokemon tournaments.
- » Esports finals events, viewing parties, and cinema outings for major gaming releases.
- » Day trips to themed locations — retro arcade venues, VR centres, escape rooms.

HOW A SIDE QUEST IS PLANNED

Side Quests are scheduled and shared at least two weeks ahead, with a published outline of where, when, and what kind of day it will be. Participants opt in — we do not pressure anyone — and capacity is limited so the support model works. Before the day, a written and visual briefing covers the schedule, what to bring, where the quiet spaces are, and what to do if anything is too much. Every Side Quest has clear start and end times, planned rest breaks, a ratio of 1 worker to 3–4 participants, and an agreed plan if it stops being fun.

SUPPORTED WORK PROGRAM

Paid work for NDIS participants in our gaming venue, with a four-stage pathway from Venue Support through to Peer Support Worker.

FORMAT Paid work in the ESports Collective venue with 1:1 support	AVAILABLE HOURS From 3 hrs/week, scaling to around 15 hrs/week	FUNDING CATEGORY Supports in Employment (Core, registration group 0133)
WHO IT SUITS Participants with workplace supports in their plan and a genuine interest in gaming and digital community		

WHAT IT IS

The Supported Work Program is paid employment at ESports Collective for NDIS participants with Supports in Employment funding. Roles begin in venue support and front-of-house work, with a four-stage pathway that can lead to a recognised Peer Support Worker role at full SCHADS rates. These roles do not exist anywhere else in East Gippsland — every role is adapted for the person doing it, and accommodations are how the role is built, not an exception.

THE FOUR-STAGE PATHWAY

- STAGE 1 — VENUE SUPPORT**
 Behind-the-scenes work: setup and pack-down, cleaning, computer maintenance, restocking. Support worker present throughout (1:1).
- STAGE 2 — FRONT OF HOUSE**
 Customer-facing work: welcoming customers, setting up gaming stations, club check-ins. Accommodations most visible here — self-serve registration, AAC scripts, tap-only payment, visual checklists.
- STAGE 3 — GAMING HOST**
 On-the-floor hosting: teaching games, facilitating sessions, running clubs, supporting parties. We start with the games the employee already loves.
- STAGE 4 — PEER SUPPORT WORKER**
 The move out of supported employment — employed on a recognised SCHADS contract, delivering support to others. A portable role with a significant pay increase.

HOW WAGES WORK

Supported employees are paid under the Supported Employment Services Award 2020, with the hourly wage set through the Supported Wage System (SWS). A JobAccess-accredited assessor sets a productivity percentage; the wage is that percentage of the relevant award rate.

CLASSIFICATION (GRADE B CASUAL, INC. 25% LOADING)	WEEKDAY	EVENING	SATURDAY
Grade B casual base rate	\$19.88	\$22.86	\$29.82

Example: a Grade B casual at 70% productivity earns 70% of \$19.88 — \$13.92/hr. A full Supported Work Program prospectus is available on request from hello@esportscollective.com.au.

COMMUNITY ACCESS

Use the same support workers you know from our sessions to access other places in the community.

FORMAT 1:1 support out in the community, with workers the participant already knows	SESSION LENGTH From 2 hours	FUNDING CATEGORY Assistance with Social, Economic and Community Participation (Core)
WHO IT SUITS Participants who already attend our programs and want to extend that familiar support into the wider community		

WHAT IT IS

Community Access uses the same support workers participants know from our group programs to access other places in the community. A familiar support worker accompanies the participant to a place, event, or activity outside our venue. The destination is the participant's choice. The point of difference is continuity — the support worker is not a stranger, but someone the participant already trusts. That familiarity is what makes Community Access work for participants who have not had luck with rotating-roster providers in the past.

“Community Access is not about going somewhere. It's about going somewhere with someone who already knows you.”

WHO THIS IS FOR

» YOU ALREADY COME TO OUR PROGRAMS

Extending that support into the wider community is a natural next step.

» SPECIFIC DESTINATIONS MATTER

There are places you want to spend time at, and you want support to make that work.

» SOLO ENGAGEMENT IS HARD

Going places alone feels too much, but you don't want to stop going.

» YOU WANT CONTINUITY

The same one or two support workers each time, not a roster of strangers.

WHERE WE GO

- » Local games and tabletop shops in Bairnsdale and surrounding towns.
- » Cinemas, libraries, parks, cafes, and shopping centres.
- » Medical, dental, and allied health appointments; hairdressers, op shops, the post office, and the bank.
- » Tournaments, conventions, and gaming events in regional Victoria, plus TAFE open days and work experience visits tied to a Workshop goal.

COMMUNITY ACCESS (TRANSPORT)

Transport support to get participants to and from our sessions, where transport is a barrier to attending.

FORMAT Transport by a familiar support worker, to and from our sessions	CONTINUITY Usually the same worker who supports the session	FUNDING CATEGORY Assistance with Social, Economic and Community Participation (Core), with Activity Based Transport for vehicle costs
WHO IT SUITS Participants who want to attend our programs but for whom getting to and from the venue is the barrier		

WHAT IT IS

Community Access (Transport) is the transport variant of Community Access, specifically for getting participants to and from our sessions. In East Gippsland, public transport options are limited — especially outside Bairnsdale. For some participants, transport is the only thing standing between them and a session they want to attend. This service exists to remove that barrier.

The support worker who drives the participant is usually the same person who supports them in the session. Continuity is not just for the session itself; it extends to the trip in and out as well. The familiar support worker is part of why the participant can attend at all.

“Transport shouldn't be the reason a participant can't come.”

HOW SUPPORTS RUN

A support worker drives to the participant's home, or another agreed location, and picks them up at an agreed time. The support worker drives the participant to our venue — this time counts as support time. The participant attends their session as normal, with their familiar support in place. After the session, the support worker drives the participant home again.

BUILT FOR EAST GIPPSLAND

WHY IT MATTERS IN OUR REGION

For many regional participants, a session built entirely around their interests is only reachable if transport is solved first. Pairing a familiar face with the trip itself means the journey is part of the support, not a hurdle to clear before it begins.

SPEECH PATHOLOGY

Allied health support for communication, language, and social pragmatics, delivered through Gippsland Care Collective.

FORMAT 1:1 sessions, in the venue or at school. Telehealth where appropriate	SESSION LENGTH Typically 60 minutes	FUNDING CATEGORY Improved Daily Living (Capacity Building)
WHO IT SUITS Participants of any age with communication, language, or social pragmatic goals		

ABOUT OUR SPEECH PATHOLOGIST

Emma Porter is our Speech Pathologist, working through Gippsland Care Collective. She sees participants in the ESports Collective venue or at school, depending on what works for the participant and the goal. Emma is registered with Speech Pathology Australia and governed by their code of ethics and the NDIS Quality and Safeguards Commission.

“Communication is not just speech. It is connection, choice, and being understood.”

WHAT SHE WORKS ON

- » **Expressive and receptive language** — understanding others and being understood, across home, school, and community.
- » **Social pragmatics** — turn-taking, intent, repair, and social conventions, working *with* neurodivergent communication styles, not against them.
- » **Communication support across staff and family** — so the strategies that work in session also work at home and at school. Augmentative and alternative communication (AAC) is available where it helps.

A NEURODIVERSITY-AFFIRMING APPROACH

- ◆ Goals are set with the participant and family, not imposed by the clinician.
- ◆ Stimming, scripting, and echolalia are understood as communication, not problems to be eliminated.
- ◆ Progress is measured against the participant's own goals, not a neurotypical benchmark.

REFERRALS

Refer through Gippsland Care Collective — self, family, support coordinator, and practitioner referrals all welcome at gippslandcarecollective.com.au/referrals

SUPPORT WITHOUT A CLOSED DOOR

We don't know of another provider in East Gippsland doing what we are setting out to do. Five things make this offering distinct — and they apply across every program in this brochure.

1

INTEREST COMES FIRST

Every program is built around something the participant is genuinely into. For many neurodivergent people, interest is the difference between support that drains and support that sustains.

2

PROGRAMS THAT CONNECT

Our programs and services share staff, space, philosophy, and community. A participant can move between them, combine them, or stay in one. The connections are real.

3

ACCEPTANCE, NOT ADAPTATION

Across every program, we change how a session is run so the participant can be themselves, rather than expecting them to mask or fit a fixed process. Sensory, communication, and routine accommodations are built in, not exceptions.

4

COMMUNITY-EMBEDDED, NOT SEGREGATED

The venue is open to the wider community, not a closed service. Participants are part of a community that includes them rather than a service that contains them.

5

REGIONAL MATTERS

East Gippsland doesn't have the range of services metropolitan areas do. We built this because the people we wanted to support deserved more than what was available.

» GET IN TOUCH

LET'S TALK ABOUT WHAT MIGHT FIT

We're happy to talk to participants, families, support coordinators, and Local Area Coordinators about whether any of our programs might suit — a phone call or email is the best first step.

ADDRESS	58 Macleod Street, Bairnsdale VIC 3875
PHONE	0499 330 836
GENERAL EMAIL	hello@esportscollective.com.au
NDIS ENQUIRIES	ndis@esportscollective.com.au
WEB	www.esportscollective.com.au
GCC REFERRALS	gippslandcarecollective.com.au/referrals