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Service & Investment Guide

About Ironbark Adventure Mentoring

Ironbark Adventure Mentoring provides structured, goal-oriented outdoor experiences designed to build confidence, resilience, independence, and real-life skills through nature-based activities, including mountain biking, hiking, fishing, camping, and sports practice.

- **Tailored to Individual Goals:** Every session is customized to support personal development, NDIS capacity-building outcomes, or school wellbeing objectives.
- **Evidence-Informed Practice:** Sessions blend mentoring, psychology-informed strategies, and eco-therapy to foster meaningful growth and emotional regulation in a low-pressure environment.
- **Safety & Compliance:** All activities are planned and conducted in line with the Australian Adventure Activity Standards (AAAS) and associated Good Practice Guides (*Outdoor Council of Australia*).
- **Fully Insured & Permitted:** Every adventure is thoroughly pre-planned and risk-assessed with emergency protocols in place. Delivered by a qualified facilitator holding current commercial land access permits, comprehensive liability insurance, and remote first aid clearances.

Operating Hours: Tuesday – Saturday, 8:30 AM – 5:30 PM

Service Region: South East Queensland (SEQ): Brisbane, Ipswich, Logan, Gold Coast & surrounds.

Availability: Private participants, NDIS self & plan-managed participants, and school/organisation programs.

What's Included in Every Adventure

- **Tailored Planning:** Individualised session planning and activity-specific risk assessments.
- **Goal Alignment & Case Notes:** Outcome-based session documentation, case notes, and progress tracking aligned with NDIS goals or personal milestones.
- **Gear & Equipment:** Tents, mattresses, cooking gear, fishing gear, camping equipment, and specialized tools provided at no extra cost (absorbed as provider operational expenses).

- **Note:** Participants supply personal clothing, footwear, and mountain bikes/helmets (external hire options available).
- **Meals & Catering:** High-quality food and water provided for Adventure Days, Overnight Camping, and School Programs.
- **Qualified Facilitation:** Facilitator holds relevant qualifications and experience as outlined at www.ironbarkadventure.com.au/about
- **Stakeholder Collaboration:** Ongoing coordination with guardians, support coordinators, plan managers, and allied health professionals where relevant.

Service Options & Delivery Ratios

All services operate with a strict maximum ratio of 1:3 (one mentor to three participants) to ensure high-intensity support, safety, and personalized outcome delivery.

1. 1:1 & Small Group Adventure Mentoring

Personalised, activity-based mentoring for individuals or small groups (up to 1:3 ratio). Sessions focus on skill building, emotional regulation, and outdoor engagement. Activities include mountain biking, hiking, fishing, sports practice, or custom pursuits co-designed with the participant.

- **Duration:** Minimum 90 minutes, up to 7 hours.
- **Delivery:** Regular weekly/fortnightly sessions or casual one-off bookings.
- **Transport:** Pickup/drop-off available (at a cost) or meet at an agreed location.

2. Adventure Day Programs

Fully facilitated outdoor experiences running between 3–7 hours. Designed around social connection, challenge-by-choice, and practical outdoor skill-building.

- **Ratio:** 1:1 or small group (max 1:3).
- **Format:** Pre-planned small group days (matching process applies) or custom-built individual days.
- **Inclusions:** Full-day facilitation, meals, activity equipment*, and activity transport. **No bikes/helmets*

3. Overnight Camping Programs

Fully facilitated, immersive wilderness experiences running 24 hours or more. Built for deeper personal reflection, independence, skill-building, and resilience.

- **Ratio:** 1:1 or small group (max 1:3).
- **Format:** Pre-planned programs for individuals (1:1) or small groups (1:3) or custom built together.
- **Inclusions:** Facilitation, overnight supervision, camping gear, all meals, water, and activity transport.

4. Outdoor Wellbeing Program (Schools & Organisations)

Structured outdoor programs for schools or organisations, tailored for small groups or individuals (max 3 participants per mentor).

- **Term-Based Programs:** Weekly sessions with structured progress reporting.
- **Adventure Experience Day:** One-off excursion/adventure day.

NDIS Billing & Pricing Schedule

Ironbark Adventure Mentoring operates as a non-registered NDIS provider. As a non-registered provider, we are not bound by NDIS price limits, however, as a transparency commitment to participants and families, we voluntarily align our pricing with the NDIS Pricing Schedule 2026-27.

Cancellation terms, provider-cancellation (weather/safety) provisions, and other operational policies are set out in full in your Service Agreement, provided prior to service commencement. Below are some of the common NDIS line items that we use.

Standard NDIS Line Items:

Support Category	NDIS Support Item	Item Description	Rate / Limit	Billing & Usage Notes
Core — Community Access	04_104_0125_6_1	Weekday Daytime Access	\$73.58/hr	Direct 1:1 weekday support rate.
Core — Community Access	04_105_0125_6_1	Saturday Support	\$103.54/hr	Direct 1:1 Saturday support rate.
Core — Group Participation	04_102_0136_6_1	Weekday Group Activity (1:3)	\$24.53/hr (cap)	The cap of \$73.58 split 3 ways = \$24.53/hr per participant.
Capacity Building	09_008_0116_6_3	Innovative Community Participation	Quotable	Custom programs; agreed upfront in Service Agreement.
Capacity Building	09_011_0125_6_3	Skill Building Activities	Quotable	Activity-based skill development; quoted upfront.
Non-Face-to-Face	04_104_0125_6_1_NF2F	Non-Face-to-Face Support	\$73.58/hr	Prep, case notes, risk reports, and planning.
Provider Travel (Time)	04_104_0125_6_1_T	Travel Time — Support Worker	\$73.58/hr	Billed time traveling to/from participant. Max 30m metro / 60m regional.
Provider Travel (Vehicle)	04_799_0125_6_1	Provider Travel — Kms	\$1.00/km	Non-labour distance driven to/from client location.
Activity Transport (Vehicle)	04_590_0125_6_1	Activity Transport — Kms	\$1.00/km	Distance driven with client in vehicle during session.
Bush Camps (Itemised Core)	04_104_0125_6_1	Weekday Daytime Active (6am-8pm)	\$73.58/hr	Active daytime mentoring and camp activities.
	04_103_0125_6_1	Weekday Evening Active (8pm-12am)	\$81.07/hr	Active evening mentoring, cooking, and night activities.
	01_010_0107_1_1	Night Sleepover (10pm-6am, 8hr shift)	\$311.79/shift	Flat rate inactive sleepover (covers up to 2 hrs active care).
	04_105_0125_6_1	Saturday Active Support	\$103.54/hr	Active Saturday camp support rate.
Core – Community Access	04_104_0125_6_1_NF2F	Pre & Post Activity Documentation	\$73.58/hr	PRE: Behaviour/support reviewing, safety profiling, risk assessment and emergency procedure planning, POST: case noting, report generation and goal tracking

Notes:

Split billing: Private top-up arrangements are available if a participant's NDIS plan covers partial hours or specific line items, with remaining portions invoiced privately.

*To ensure participant safety and proper group/mentor matching, all new participants undergo a comprehensive review upon signing their Service Agreement.

Example Adventure Pricing Tables (NDIS Participants)

Example Scenario A: Standard 90-Minute 1:1 Adventure Mentoring Session

A typical weekly 1:1 outdoor session with 15 minutes of non-face-to-face documentation and 30m travel time.

Component	NDIS Code & Description	Calculation Breakdown	Line Total
1:1 Mentoring	04_104_0125_6_1 (1.5 hrs face-to-face)	1.5 hrs × \$73.58/hr	\$110.37
Non-Face-to-Face	04_104_0125_6_1_NF2F (Pre & Post Activity Documentation), record actual time logged; ~15 mins pre & post typical for 90 min session)	30 mins (0.5 hr) × \$73.58/hr	\$36.79
Provider Travel (Non-labour)	04_104_0125_6_1_Travel (Kilometres to participant/activity location)	15 km × \$1.00/km	\$15.00
Provider Travel (Labour)	04_104_0125_6_1_Travel (Staff travel time to participant/activity location)	30 mins (0.5 hr) × \$73.58/hr	\$36.79
Activity Transport	04_799_0125_6_1 (Transport with participant)	12 km × \$1.00/km	\$12.00
Total Estimated Session Cost			~\$210.95

Note: Documentation time shown is a typical estimate for budgeting. Actual time is logged per session and billed accordingly.

Example Scenario B: 1:3 Group Adventure Day (7 Hours)

A full-day immersive outdoor group experience including 1 hour of individual pre/post documentation and shared travel expenses.

Component	NDIS Code & Description	Calculation Breakdown (Per Participant)	Line Total (Per Person)
Group Mentoring (1:3)	04_102_0136_6_1 (7 hrs group support)	7 hrs × \$24.53/hr	\$171.71
Individual NF2F	04_104_0125_6_1_NF2F (Pre & Post Activity Documentation), record actual time logged; ~30 mins pre & post typical per person for 7 hours)	1 hr × \$73.58/hr	\$73.58
Provider Travel (Non-labour)	04_104_0125_6_1_Travel (Kilometres to participant/activity location)	15 km × \$1.00/km	\$15.00
Provider Travel (Labour)	04_104_0125_6_1_Travel (Shared staff travel time)	30 mins ÷ 3 participants (\$36.79 ÷ 3)	\$12.26
Group Activity Transport	04_799_0125_6_1 (Shared vehicle transport)	78 km Total (\$78 ÷ 3 participants)	\$26.00
Total Estimated Day Cost Per Person			~\$298.55

Note: Documentation time shown is a typical estimate for budgeting. Actual time is logged per session and billed accordingly.

Professional Qualifications & Compliance

Qualifications

- Bachelor of Behavioural Science (Psychology)
- Certified Eco-Therapist
- PMBIA Certified Mountain Bike Coach
- Certified Wilderness Survival Instructor
- Autism Awareness & Support Training (Certificate)

Professional Experience

- 4+ years supporting neurodiverse individuals within the NDIS (Autism, ADHD, PDA, RSD)
- Professional experience as an Outdoor Adventure Facilitator and Eco-Therapist
- Trained in risk management, emergency procedures, first aid, and CPR

Compliance & Safety

- Comprehensive Insurance: Professional indemnity, public liability, and product liability insurance.
- Safety Protocols: Dynamic risk assessments, pre-activity safety briefings, incident reporting, regular equipment inspections, and emergency management plans.
- Screenings & Clearance: NDIS Worker Orientation Modules, Working with Children Check (Blue Card), and National Police Check.
- Permits: Commercial activity permits, land access approvals, and environmental management protocols.
- Framework Alignment: Delivered with guidance from the Outdoor Learning Framework (Outdoor Council of Australia), Australian Adventure Activity Standards (AAAS) and Good Practice Guides (GPGs).
- Code of Conduct: Ironbark Adventure Mentoring operates in accordance with the NDIS Code of Conduct. Full complaints-handling procedures are outlined in our Service Agreement and Participant Handbook.

How We Work Together

1. Initial Enquiry & Discovery Call

Reach out via phone or website. We'll have a relaxed chat to learn about your goals, interests, and support needs to ensure we're a great fit.

2. Personalised Adventure Plan

We build a personalised adventure plan outlining activities, locations, goals, and pricing. You review and approve the plan before anything is formalised.

3. Paperwork & Setup

We finalize your Service Agreement, Medical & Safety Pack, and NDIS plan alignment (if applicable), coordinating directly with your SC or Plan Manager to confirm funding.

4. Adventures Begin!

We lock in your schedule, send an essentials checklist so you know what to bring, and head out for your first session.

Pre & Post Activity Documentation (Non-Face-to-Face)

Necessary preparation and post-session reporting are claimed as Non-Face-to-Face (NF2F) support under Core funding. Includes: Safety profiling, risk management, emergency planning, case notes, NDIS progress tracking and report outcomes.

Typical estimates for each:

- 90-min session: ~15 mins each
- 3-hour session: ~30-45 mins each
- 6-hr+ Adventure Day: ~45 mins - 1 hour each
- 24-hr+ Overnight: ~1-2 hours each

Note: Times are indicative averages, not fixed charges. Full details are set out in your Service Agreement.

Policies & Governance

Access our full Terms & Conditions, Participant Handbook, Privacy Policy, Complaints Form and all other relevant documentation can be found on our website or upon request.

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