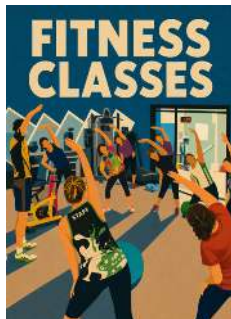
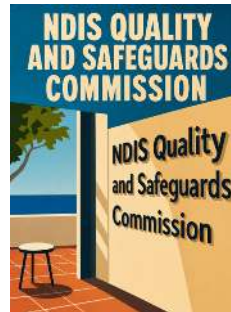
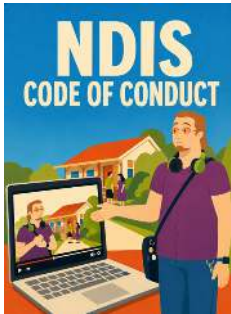
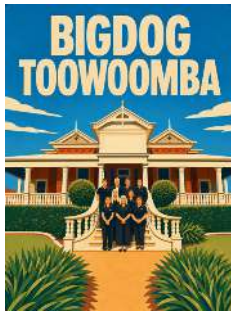


SERVICE INFORMATION



July 2026





BigDog Support Services

BigDog Support Services is a leading provider within the National Disability Insurance Scheme (NDIS), dedicated to empowering individuals living with disabilities to thrive within their chosen communities.

Established with a clear vision in 2009, our mission has been to offer flexible, innovative, and responsive support services tailored to the unique needs of each client we serve.

With a variety of offerings to choose from, we're sure you'll be happy working with us.

Flexible

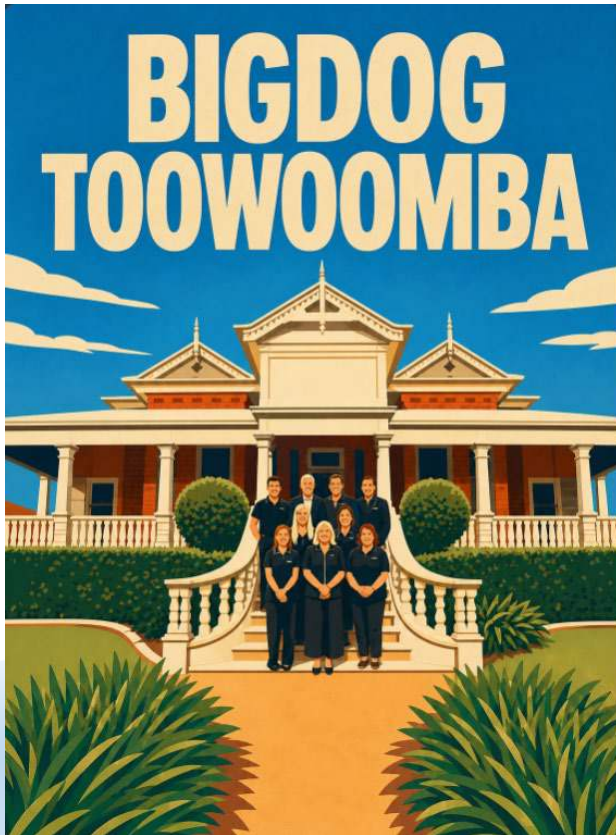
BigDog is more robust, more adaptable, more competitive and better prepared for whatever opportunities and challenges the future might bring.

Innovative

BigDog has a unique culture of innovation, and we lead the way in we provide our support.

Responsive

BigDog has a shared understanding with our clients and their families on the outcome of a particular support need or request, and we are responsive to changing circumstances.



BigDog Support Services is a highly regarded, registered NDIS provider headquartered in Toowoomba, Queensland, dedicated to empowering individuals living with a disability. Founded in 2009, the organisation operates on a philosophy of being flexible, innovative, and responsive to the evolving goals of its clients. From its main administration office on Clifford Street, BigDog offers a comprehensive suite of 24/7 personal support programs, including assistance with daily life, individualised 1:1 tailored supports, supported independent living (SIL), short-term accommodation, and yard maintenance.



A unique asset to BigDog local ecosystem is Scottvale Health Club on Richardson Road in Kawana. This inclusive fitness and wellness hub has evolved from a traditional squash centre into a multi-faceted allied health. Under one roof, Scottvale provides glass-back squash courts, a mineral-heated swimming pool, and an interactive digital Multiball Wall alongside professional allied health services—including physiotherapy, exercise physiology, hydrotherapy, and clinical counselling. The centre openly supports the broader public, including NDIS participants, making it an invaluable resource for therapeutic exercise and social recreation in Rockhampton.



The NDIS is the new way of providing individualised support for people with disability, their families and carers. It empowers people with disability to choose and achieve their goals so they can have a better life.

Participants can choose who they wish to work with, and their NDIS plan identifies what outcomes they wish to achieve, and the supports they will use.

BigDog is an important part of the NDIS, delivering service supports to our participants and assisting them to reach their goals.

NDIS Practice Standards

The NDIS Practice Standards specify the quality standards to be met by registered NDIS providers to provide supports and services to NDIS participants.

Together with the NDIS Code of Conduct, the NDIS Practice Standards build your awareness of what quality service provision you should expect from BigDog as a registered NDIS provider.

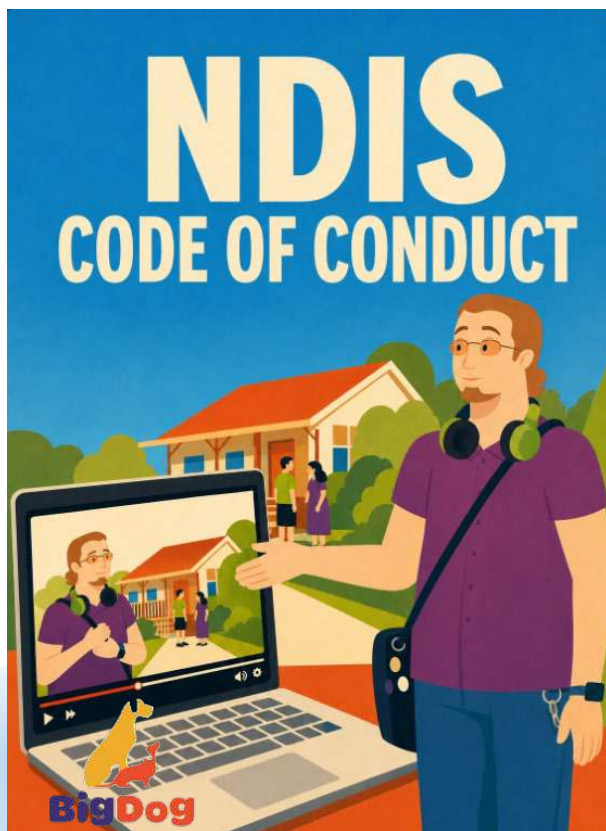
The Standards cover:

-  rights of participants and responsibilities of providers
-  governance and operational management
-  the delivery of supports, and
-  the environment in which supports are delivered.

Service Agreements

A Service Agreement is a formal agreement between you and BigDog. They help to ensure there is a shared understanding of:

-  expectations of what supports will be delivered and how they will be delivered; and
-  the respective responsibilities and obligations of BigDog and you and how to resolve any problems that may arise.

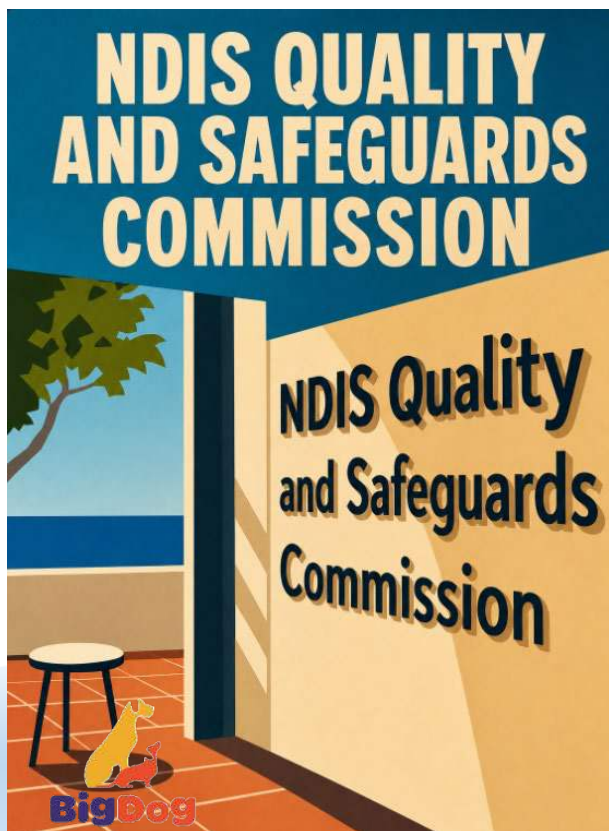


The NDIS Code of Conduct is a mandatory national standard under the National Disability Insurance Scheme Rules that applies to all registered and unregistered providers and workers to ensure safe, ethical service delivery and protect participant rights.

The NDIS Quality and Safeguards Commission investigates breaches and can enforce penalties including banning orders, civil financial penalties, or referrals to police and the Federal Court.

The Code of Conduct requires workers and providers who deliver NDIS supports to:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide supports and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct



The NDIS Commission works with NDIS participants, NDIS providers and the community to uphold the rights of people with disability and build the capacity of providers to deliver safe and quality services and supports.

The NDIS Commission operates a nationally consistent system to safeguard the rights of NDIS participants and will achieve this by working with people with disability, providers and the community.

It's OK to complain – speaking up can help to improve services for you and other people.

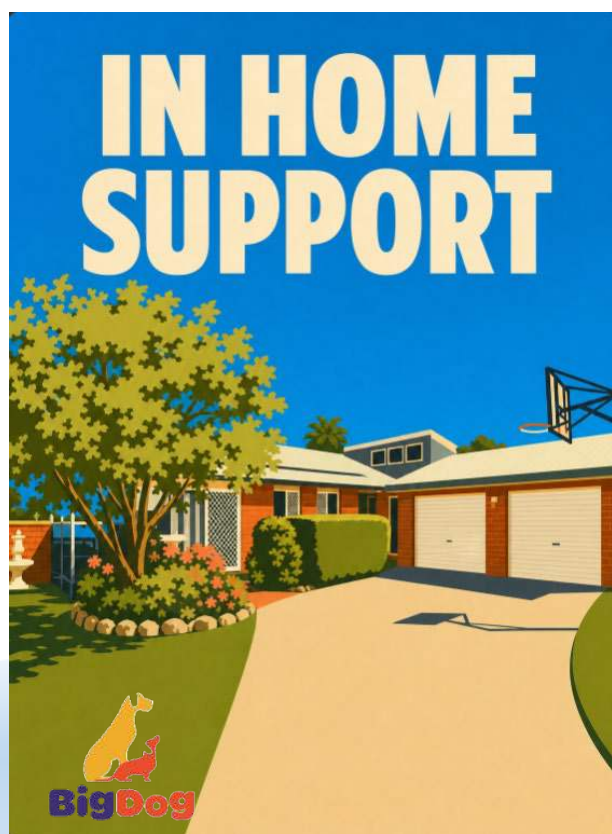
NDIS Commission is responsible for:

- registration and regulation of NDIS providers, including through the new NDIS Practice Standards and an NDIS Code of Conduct
- Compliance monitoring, investigation and enforcement action
- Responding to concerns, complaints and reportable incidents, including abuse and neglect of a person with disability
- National oversight of behaviour support, including monitoring the use of restrictive practices within the NDIS with the aim of reducing and eliminating such practices
- Leading the work with states and territories to design and implement nationally consistent NDIS worker screening
- Facilitating information sharing arrangements with the National Disability Insurance Agency (NDIA), State and Territory and other Commonwealth regulatory bodies.

Further Information

 1800 035 554

www.ndiscommission.gov.au



Assistance at Home

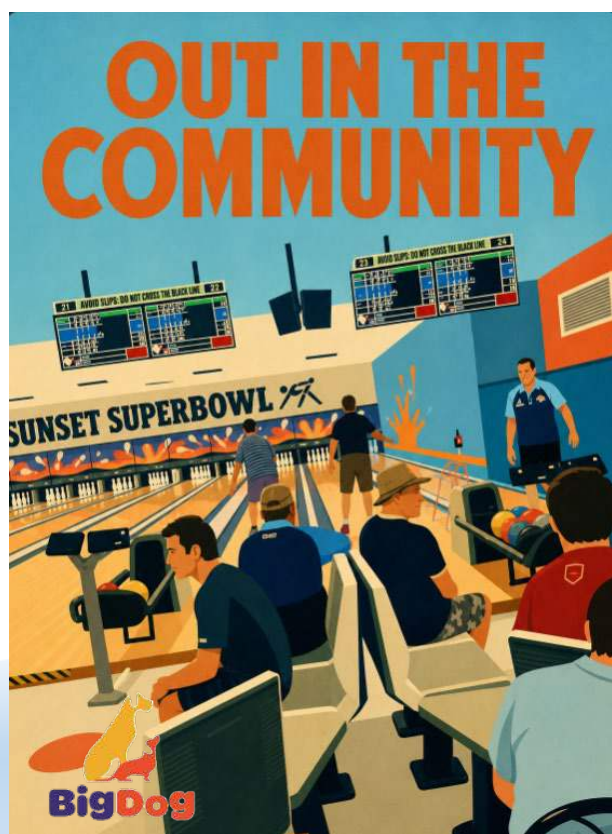
BigDog provides a range of support services to help you be able to live the life you want to live.

As a registered NDIS service provider, **BigDog** can work with you to understand the supports you require and how you would like to achieve your goals and aspirations.

We understand that everyone is an individual and that's why we take a flexible, person-centred approach to our provision of supports. We are guided by your needs and will do our utmost to provide you with the support you need.

Providing supports is based on trusted relationships between **BigDog** and you.

Standard Needs	Ref No.		UOM	Price
Self-Care Weekday	01	011	Hour	\$73.58
Self-Care Saturday	01	013	Hour	\$103.54
Self-Care Sunday	01	014	Hour	\$133.50
Self-Care Public Holiday	01	012	Hour	\$163.46
Self-Care Weekday Evening	01	015	Hour	\$81.07
Self-Care Weekday Active Overnight	01	002	Hour	\$82.57
Self-Care Sleepover	01	010	Each	\$311.79
Establishment Fee	01	049	Each	\$735.80



At **BigDog**, we believe that being part of the community is an important part of living a fulfilling, independent and meaningful life.

Our Community Access programs support people living with disability to get out, participate in activities,

develop new skills, build relationships and enjoy the many opportunities available within their local community.

The benefits of community access extend well beyond simply getting out of the house. Regular participation can help improve confidence, independence, social skills and self-esteem, while reducing social isolation and creating opportunities to develop friendships and meaningful connections. It can also provide people with the opportunity to try new experiences, discover new interests and achieve personal goals.

BigDog takes a person-centred approach, ensuring that participants have choice and control over the activities they undertake. Our support workers work alongside clients to encourage independence while providing the level of assistance required to participate safely and confidently.

Standard Needs	Ref No.		UOM	Price
Community Access Weekday	04	104	Hour	\$73.58
Community Access Weekday Evening	04	103	Hour	\$81.07
Community Access Saturday	04	105	Hour	\$103.54
Community Access Sunday	04	106	Hour	\$133.50
Community Access Public Holiday	04	102	Hour	\$163.46



Core Hours 8:30 am — 3:00 pm
 After School 3:00 pm — 6:00 pm
 Bus Pickups from 8:00 am
 Bus drop offs from 3:00 pm
 (Most centre-based activities are included)

Our Community Centres provide a safe, welcoming and fun place for you to share your experiences and build friendships. We offer Group and Centre-Based activities 5 days a week, Monday to Friday.

Our activities are worker-facilitated and/or self-directed designed to promote socialisation and enable capacity building.

Participants are welcome to undertake activities independently within the space, participate in facilitated workshops or a combination of both.

Being flexible and able to meet participant's individual needs is important to us so please contact us if you require something a little different or require assistance with transport.

Each month we conduct a fundraising morning tea event and donate to a worthy cause.

Centre-Based Group Activities	Ref No.		UOM	Price
Weekday	04	102	Hour	\$73.58
Weekday Evening	04	103	Hour	\$81.07
Saturday	04	104	Hour	\$103.54
Sunday	04	105	Hour	\$133.50
Public Holiday	04	106	Hour	\$163.46
Centre Capital Cost	04	599	Hour	\$2.71



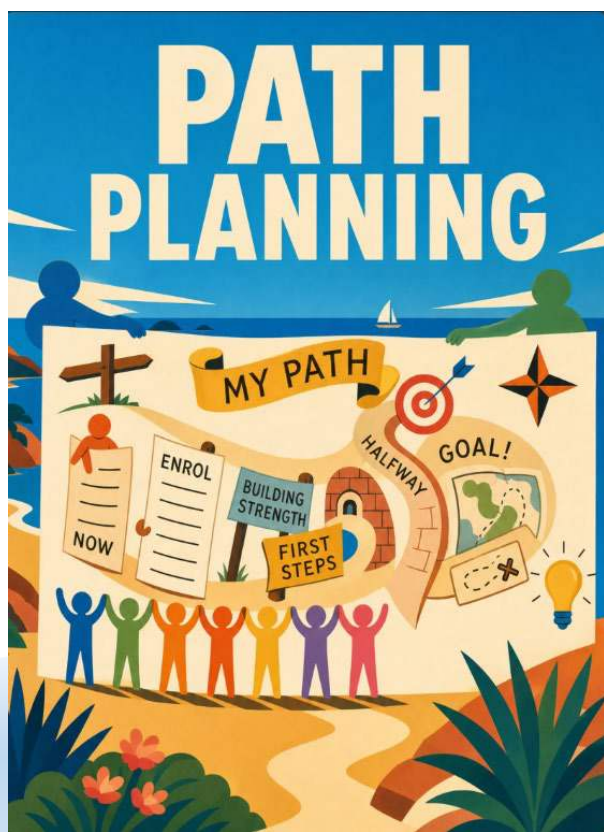
Respite

At **BigDog**, we understand that everyone's support needs are different. That's why we offer Short Term Accommodation (STA) and flexible respite options designed around the individual needs, preferences and goals of the people we support.

Our respite services provide an opportunity for participants to enjoy a change of scenery, experience new environments, develop greater independence and participate in activities they enjoy, while also giving families and carers valuable time to rest and recharge.

Standard Needs	Ref No.		UOM	Price
STA Weekday	01	200	Hour	\$73.58
STA Weekday Evening	01	201	Hour	\$81.07
STA Saturday	01	202	Hour	\$103.54
STA Sunday	01	203	Hour	\$133.50
STA Public Holiday	01	204	Hour	\$163.46
STA Weekday Active Overnight	01	205	Hour	\$82.57
STA Sleepover	01	206	Each	\$311.79

Accommodation	Ref No.		UOM	Price
Short Term Accom (Participant)	01	250	Day	\$162.85
Short Term Accom (Support Worker)	01	251	Day	\$162.85
Medium Term Accommodation	01	083	Day	\$162.85



PATH is an acronym for Planning Alternate Tomorrows with Hope. It is a graphic tool that assists a person, organisation or community to create a visual image of a desirable possible future.

It is a map for a journey that has direction and action. It is not something that is fixed, it is fluid.

It's helpful to remember that PATH isn't a 'disability' tool. It's a great generic process that can be used to define direction in your own life, design a building, develop an organisation or even organise a community.

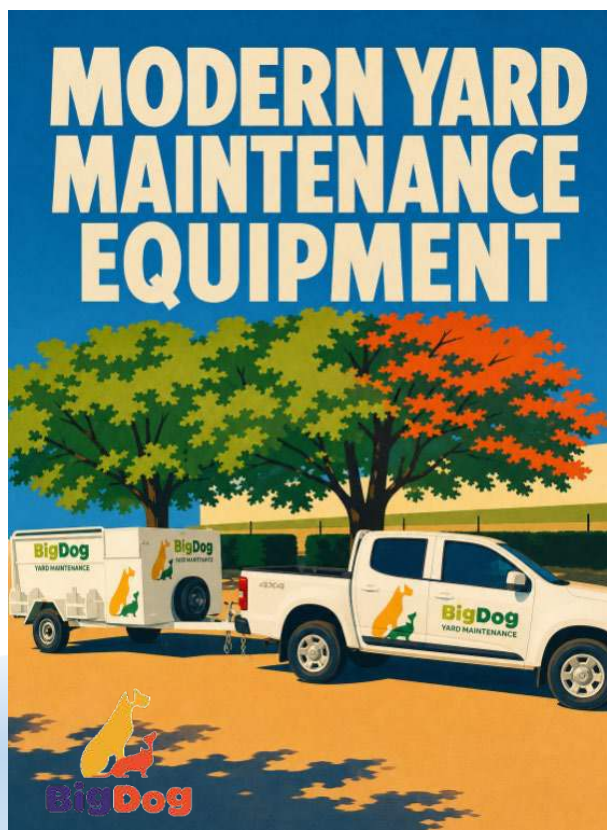
Personal values are our core beliefs, values, and philosophies that we hold about life, its purpose, and our own purpose.

As we grow up, we take on board the personal values of others around us until we reach the teen years and start to accept or reject such values as being a part of who we are, or not a part of our own selves.



Part 1 Introduction to PATH

Skills Development	Ref No.		UOM	Price
Life Transition Planning	09	006	Hour	\$83.87
Skills Development and Training	09	009	Hour	\$83.87
Individual Skill Development and Training	15	037	Hour	\$73.58



BigDog Yard Maintenance

NDIS Registered Provider ✓

Yard Maintenance team of 2 people ✓

Lawn Mowing, Whipper Snipping, Blowing, Garden Care ✓

Each Worker **\$59.01**

Keep your lawn healthy and sharp all season long.

bigdogsupport.com.au

4632 9559

Our lawn maintenance work is undertaken by a Yard Team of two. A team leader is assigned to your home and BigDog will make every effort to maintain the same team leader.

Lawn maintenance times are scheduled in an order that requires the least amount of drive time for each team. BigDog will make every effort to accommodate your requested time however these times are not guaranteed.

BigDog agrees to provide lawn maintenance services that include the following:

-  Provide all labour, equipment and supplies required to perform the services and undertake to properly maintain all equipment so that work is performed in a timely and professional standard;
-  Grass clippings to be deposited in the outdoor Council provided wheelie bin.
-  Be respectful while in your property.



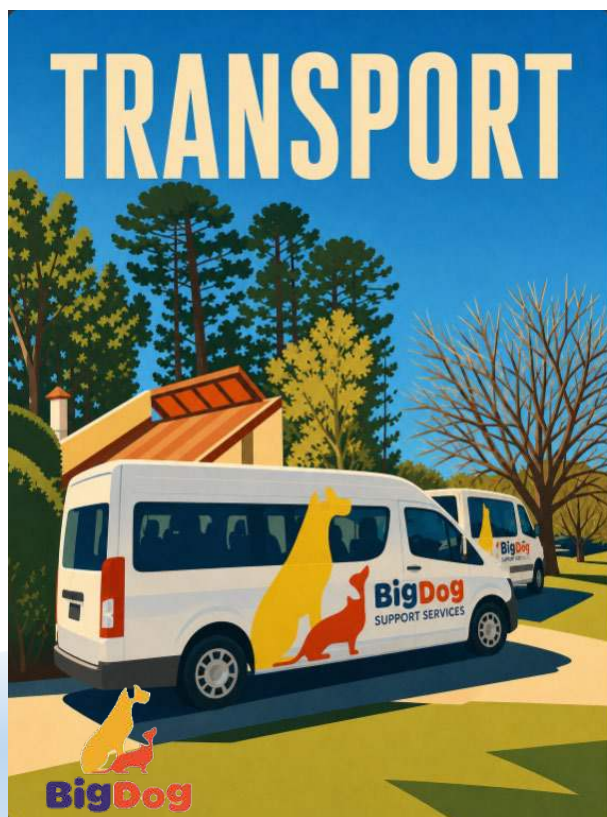
A flyer for BigDog cleaning services. At the top left is a small dog icon. The title 'BigDog' is in large blue letters. Below it, the text 'ARE YOU LOOKING FOR A CLEANING SERVICE?' is in white on a blue background. To the right is a circular logo with a dog silhouette. Below the title, it says 'Friendly Service', 'Quality Work', and 'NDIS Registered Provider'. A blue box labeled 'Services Include:' lists 'Housekeeping', 'Mopping', 'Kitchens', and 'Bathrooms & Toilets'. Another blue box labeled 'CONTACT US' provides the phone number '(07) 4573 4611' and email 'r_reception@bigdog.au'. A price tag shows '\$54.07 per cleaner'. At the bottom right is an image of a blue bucket filled with cleaning supplies. A small disclaimer at the bottom states: 'Cleaning is on a regular basis on an NDIS service contract, using BigDog cleaning equipment. Cleaning teams consist of 2 Members and charged per person per hour'.

Our cleaners work in teams of two or more depending on the size of the job. Cleaning jobs are scheduled in an order that requires the least amount of drive time for each team. BigDog will make every effort to accommodate your requested time however these times are not guaranteed.

Call us for special requests (i.e. after construction, refrigerator cleaning, inside of oven, inside windows, garage, extra rooms) so we can schedule the time needed to complete these tasks.

BigDog agrees to provide cleaning services that include the following:

-  Provide all labour, standard equipment and standard supplies required to perform the services agreed to
-  Vacuuming of carpets, dusting, and polishing of furniture; cleaning of wood floors, kitchen appliances, bathtubs and shower stalls, toilets, sinks and all sink fixtures;
-  Removal of rubbish from the interior rubbish containers and deposited in the outdoor Council provided wheelie bins.



You will generally be able to access funding through the NDIS for transport assistance if you cannot use public transport without substantial difficulty due to your disability. Funding takes into account any relevant taxi subsidy scheme, and it does not cover transport assistance for carers to transport their family member with a disability for everyday commitments.

Providing community access supports may involve a support worker accompanying you on a community outing and/or transporting you from your home to the community.

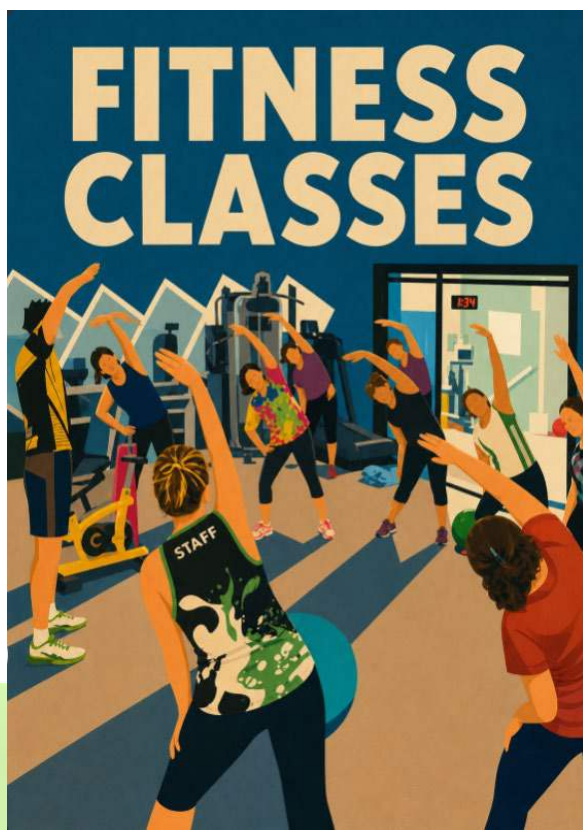
In these situations, the support workers time can be claimed at the hourly rate for the relevant support item for the total time the worker provides support to you, including time spent accompanying and/or transporting you.

Bookings are Essential

Travel / Transport	Ref No.		UOM	Price
Provider Travel non-labour costs	01	799	Km	\$1.00
Specialised Transport	02	050	Km	Quote
Use of a BigDog vehicle	02	051	Km	\$1.00
Community Participation Transport	04	590	Km	\$1.00
Group and Centre-based Transport	04	591	Day	\$10.00



Health Club Activities	Details		UOM	Price
Gold Membership	Week	\$35.00	Year	\$1600.00
Silver Membership	Week	\$20.00	Year	\$900.00
Fitness Classes	Casual		Hour	\$15.00
Fitness Class using Reformers	Casual		Hour	\$20.00
Social Squash	Casual		1/2 Hour	\$15.00
Squash Court Hire (Group)	Group		1/2 Hour	\$17.00
Squash Coaching	1:1		1/2 Hour	\$30.00



Where Every Body Counts!

Fitness and Allied Health	Ref No		UOM	Price
Skills Development and Training	09	009	Hour	\$161.99
Exercise Physiologist	12	027	Hour	\$161.99
Personal Training	12	029	Hour	\$69.39
Exercise Physiologist Assessment	15	200	Hour	\$161.99
Active afternoon teens	15	200	Hour	\$161.99
Exercise Physiology/Hydrotherapy	GP	Referral	1/2 Hour	\$30.00
Sauna Sessions	Casual		1/2 Hour	\$30.00



Meet

RAELENE

Psychotherapist | Clinical Counsellor
Family Therapist | Grief Counsellor

Taking appointments now!

Scottvale Health Club
Squash, Fitness & Allied Health

Gentle Flow

Where Grace Meets Movement.
A gentle, rejuvenating class designed around stretching, slow-flowing movement and breathing, leaving you feel more relaxed.
Yin Yoga | Qigong | Moving Meditation

Contact Us
49 281 588
www.scottvalehealthclub.com
271 Richardson Road, Rockhampton

Scottvale Health Club
Squash, Fitness & Allied Health

(07) 49 281 588
hello@scottvalehealthclub.com
www.scottvalehealthclub.com
271 Richardson Road, Kawana

FIT FELLAS

Gym & Hydro classes designed specifically for men to enhance overall health & fitness, while fostering a supportive & motivating environment among like-minded gentlemen.

ENLIST TODAY
BOOKING ESSENTIAL



Meeting Together

The Paul Myatt Community Centre, located in North Toowoomba, Queensland, is an inclusive community facility providing a welcoming and accessible space for people with disability, families, support workers, community organisations and local residents.

The Centre has become an important hub for disability support services, educational workshops, community networking and local events, while also supporting a range of non-profit organisations and social enterprises.

BigDog delivers flexible, NDIS-aligned disability support programs and community activities from the facility.

Disability Media Association Inc / WhatsUp in Disability operates media programs from the Centre

Toowoomba Disability Providers Network uses the Centre as a meeting place where disability service providers, educators, families and community representatives can share information, discuss NDIS developments and work together to strengthen local support services.

The Centre is also available for local event and community group hire, with free usage options available to eligible community organisations. By providing an accessible and affordable meeting place, the Paul Myatt Community Centre helps bring people and organisations together, encourages collaboration and creates opportunities for people with disability to participate, learn, connect and contribute to their community.

The facility provides wheelchair-accessible amenities, kitchen facilities, presentation equipment including whiteboards and data projectors, and generous on-site parking. These features make the Centre suitable for meetings, workshops and events.



Newsletter

Our monthly newsletter allows BigDog to stay in touch with you regularly and we can keep you up to date on new services and products we are offering. How will you know what we can do for you unless we tell you?

We write about NDIS and industry trends or things that will help you in better understanding your NDIS journey.

Make sure that you receive your copy!

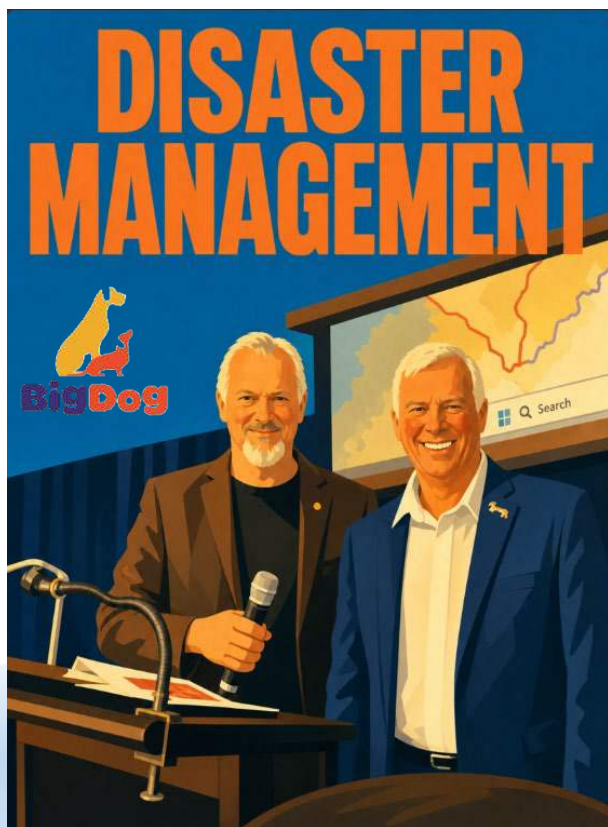


BigDog Website

Our website includes a number of key areas including information about BigDog and biographies of our management team, NDIS information.

We also have What's On and links to our Facebook page, photos, short movies, and links to important internet sites.

Information booklets including this Service Information booklet and Transition Guides are available to download.



Advocacy

The National Disability Advocacy Program (NDAP) provides people with disability with access to effective disability advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights enabling community participation.

Privacy and Dignity

The collection of information shall be with the expressed permission of yourself or your guardian. Information shall only be in relation to the needs of BigDog with respect to the program or services being provided to you.

You have the right to access and amend personal information held by BigDog under the Information Privacy Act 2009 (QLD).

Disaster Management

Our plan provides details on how BigDog will prepare and respond to disasters and emergencies. This is within consideration of effective planning processes to prepare, prevent, manage and respond to emergency and disaster situations whilst mitigating risks to and ensuring continuity of supports that are critical to the health, safety and wellbeing of clients and staff.

Incident Management

Under the NDIS (Incident Management and Reportable Incidents) Rules 2018 BigDog is required to take all reasonable steps to prevent all forms of harm of people with disability, record, respond to, and manage incidents in accordance with our incident management system and procedures and notify the NDIS Quality and Safeguards Commission of 'reportable incidents' within specific timeframes set by the Commission.

All workers are aware of, trained in, and comply with the required procedures in relation to incident management and participants can access information on how the incident was managed.



Cancellations

The NDIS pricing schedule prescribes the cancellation rules that apply to all service providers irrespective of service, location, customer base and needs and NDIS service providers are bound by a price cap.

If the participant was booked into a program delivered in a small group, the program will go ahead with one less paying attendant, which is unlikely to be viable if there are frequent cancellations

BigDog understands and respects the right of participants to cancel services from time to time.

We understand and respect that life situations and circumstances can change at any time and without any prior notice.

BigDog is legally bound and required, under Industrial Legislation and Law to pay its workers if we are not given reasonable prior notice.

Where BigDog has a short-notice cancellation (or no show) we are able to recover 100% of the fee associated with the activity.

If a service runs overtime due to participant responsibility, charges will be for 30-minute increments for every 30 minutes or part thereof.

Where BigDog cancels or is unable to deliver a scheduled service no fee will be charged.

In the case of extenuating circumstances, such as an emergency or other urgent situations, BigDog will consider these and may waive or amend the fee.

BigDog and a participant agree to give each other twenty-eight (28) days' written notice if they require a Service Agreement to end. If BigDog or the participant seriously breaches the Agreement or the support is financially at risk the requirement of notice will be waived.

Notes

[illegible]

Contact us at **BigDog**

 1800 A BIGDOG

 1800 22 44 36

 07 4632 9559

 www.bigdog.au



Administration

3 Clifford Street

Toowoomba Queensland 4350

Paul Myatt Community Centre

11-15 Alexander Street

Toowoomba Queensland 4350

Scottvale Health Club

271 Richardson Road

Rockhampton Queensland 4700



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