



HorsePower
Horses, health and happiness

Participants Guide

HorsePower Australia

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HorsePower Australia

Introduction

Welcome to HorsePower Australia (HorsePower), we are a registered voluntary, charitable not for profit organisation that provides people with **diversabilities** opportunities that empower them to break through physical, cognitive, emotional and social barriers utilising the power of the horse to develop new skills, discover new abilities and define the life they want to live.

We are looking forward to you participating in the HorsePower Australia program. As you can imagine many elements must work in harmony in order to provide the best service possible. We need suitable horses, dedicated volunteers, trained and accredited coaches, community support and the cooperation of our participants and their families to keep our centres running smoothly. We are very thankful for the great community that is HorsePower Australia and look forward to welcoming you at one of our centres soon.

Our 14 affiliated member Centres provide a variety of programs including riding, carriage driving, vaulting, hippotherapy and walking with horses to many people with physical, intellectual, emotional and social challenges each year.

We have been providing unique life-changing experiences since 1972 and take great pride in the fact that our organisation is largely run by volunteers (96%) within the local communities in which our member centres operate. We are part of a worldwide movement and affiliated with the Federation of Horses in Education and Therapy International (HETI) and Disability Sports Australia.

We rely greatly on the generosity of the WA community to provide support and donations that helps us provide therapeutic goal-based activities for children and adults with diversabilities.

HorsePower provides equine facilitated educational, recreational, sporting and therapeutic programs aimed at empowering people living with diversabilities to develop new skills, discover new abilities and define the life they want to live.

Apart from being fun, the three dimensional movement of the horse provides neuromuscular stimulation similar to that of a human walking which promotes improved muscle strength, balance, coordination, flexibility and confidence.

The benefits of spending time with a horse are not just in the area of health, HorsePower activities also provide benefits in the areas of education, sport, recreation and social inclusion.

The simple pleasure of working with horses encourages responsible and caring attitudes, improved self-esteem, communication skills, leadership and trust.

All participants are able to enjoy equine-assisted activities appropriate to their abilities; delivered in a supportive and socially integrated setting.

HorsePower relies on the kindness of others to provide our service to those in need within our community.



Our Purpose

To empower people living with diversabilities to develop new skills, discover new abilities and define the life they want to live.

HorsePower Australia

About this Participant Guide

Our participant guide is designed as a reference tool for policies and information that could be of use to our participants and their families. In this guide you will find facts and information on the following:

- HorsePower Australia programs
- Support available to access HorsePower Australia programs
- Requirements for participating in HorsePower Australia programs
- Our horses
- HorsePower Australia service agreement terms & conditions
- Attending sessions
- Payment of fees
- Feedback, complaints and disputes
- Health, safety and risk management
- Emergency procedures
- Exiting HorsePower Australia programs
- Example goals and outcomes
- HorsePower Centre Locations and contacts.

We hope this information will be of benefit to you and that you will refer back to it throughout your involvement with HorsePower Australia.

For participants wanting more information about our organisation and our programs we encourage you to visit us at www.horsepower.org.au or stay up to date with all our news on social media at www.facebook.com/HorsepowerAus or www.instagram.com/horsepower.australia.

Sometimes, the best person to help your child learn, grow and flourish... isn't a person at all.

At HorsePower, we harness the power of horses to transform the physical health and emotional wellbeing of people with diversabilities and mental health issues.

We provide participants of all ages and abilities access to programs and supports which increase social and community participation.

HorsePower Programs:

- Horseriding
- Carriage Driving
- Vaulting
- Hippotherapy
- Walking with Horses
- Volunteer for Growth

Transforming the lives of people with diversabilities, one hoof-beat at a time.

Call us on (08) 9296 4655

Visit www.horsepower.org.au

www.facebook.com/HorsePowerAus



HorsePower
Horses, health and happiness

Our Programs

HorsePower Australia member centres provide opportunities for individuals to enjoy stimulating, therapeutic, educational and recreational programs, utilising the horse in a safe environment that they may otherwise not have access to. Our coaches and volunteers are all specially trained in how to assist individuals to achieve the most from their session in a safe and fun manner.

Our equine facilitated programs are provided by specially trained and accredited coaches, volunteers and horses. Their training provides them with expertise in specialised, adaptive teaching methods which allow people with physical, intellectual, emotional and social challenges the opportunity to learn horsemanship skills and experience the equine environment.

Sessions are approx 1 hour and including mounting and dismounting but this can vary depending on the needs of the individuals and the number of volunteers available on the day. Sessions can include but are not limited to teaching equestrian skills, fitness exercises, horse care, team building and life skills.

The simple pleasure of working with horses is the basis of our programs which are designed to complement conventional therapies and education through the freedom of movement, gaining confidence, creating friendships and achieving individual outcomes and goals.

Research shows that there are significant therapeutic benefits for individuals who participate in horse riding programs, the warmth and three dimensional movement of the horse is transferred through the rider's body, helping to make it more relaxed and supple, strengthening core stability, reducing spasms and improving balance, posture and co-ordination.

HorsePower Australia member centres welcome people of all ages and abilities, who may be referred to them in a variety of ways, including from a health professional, a teacher, caregiver or friend of the family.

Equine facilitated programs are of great benefit to people with physical, intellectual, emotional and social challenges. There are however some instances where our programs are contraindicated

(not recommended). To ensure the health and needs of the individual are put first medical advice is sought prior to commencement in our programs.

HorsePower Australia provides support personnel to assist participants' learning and development, and to provide a safe and supportive environment.

HorsePower Australia volunteers are specially trained in assisting people with physical, intellectual, emotional and social challenges. We provide up to three specialised volunteers per participant to assist them during programs i.e. a 'leader' and up to two 'side walkers'.

The number of support personnel is determined when the participant is assessed by our accredited coaches. This is a risk assessment based on the support needs of the individual, and determines the appropriate level of support the participant requires in order to minimise risk to the participant's safety.

Once a participant submits an expression of interest in our programs an assessment session is organised at their local HorsePower centre at no cost to the participant.

Horse Riding

HorsePower Australia riding programs focus upon performing specific movements whilst riding the horse. Structured programs conducted under the instruction of accredited HorsePower Australia coaches with the assistance of specially trained volunteers and horses provides individuals with a range of challenging tasks and exercises designed to develop both physical, emotional and social abilities.

The therapeutic benefits of horse riding are numerous and as well as the physical benefits such as improved posture and balance, exercising with a horse is great fun! Horse riding can also improve communication, confidence and decision making abilities as well as provide the opportunity to engage with a community of like minded people.

HorsePower Australia offers a number of pathways for people with disabilities who wish to try something a little more challenging and compete in the sporting arena. These include opportunities to become involved in Para-equestrian and Special Olympics programs.

HorsePower Australia

Our Programs

Vaulting

Vaulting is best defined as gymnastics or dance on a moving horse or barrel and involves teamwork, fitness and fun!

Vaulting is an integrated team activity where able bodied participants work with and provide support to those with disabilities.

Vaulting has significant therapeutic benefits, including improved balance, stability, motor skills, flexibility and coordination. Working as a team to achieve a goal can also have a huge impact on self confidence.

HorsePower Australia offers opportunities for participants to compete in vaulting at a state level and pathways to National and International competition.

Hippotherapy (Equine facilitated Therapy)

Despite first impressions this program does not involve the hippopotamus. "Hippo" is the Greek word for horse therefore Hippotherapy is treatment or therapy aided by a horse. Hippotherapy is carried out by specially trained physical, occupational and speech therapists who work with HorsePower Australia coaches and volunteers to use the movement of the horse to influence the participant.

Hippotherapy is the medical application of the horse in therapy. The movement of the horse makes hippotherapy unique in comparison to other equine facilitated programs. The horse's unique multi-dimensional walk transfers variable, repetitive and rhythmic movement to the participant, which provides sensory input to the brain and nervous system. The resultant responses in the participant are similar to the human movement patterns of the pelvis while walking. During a session the therapist, working in conjunction with a HorsePower Australia horse handler, can analyse and adapt this movement to provide increased challenges for the participant.

The horse provides a dynamic base of support, making it an excellent tool for therapy, increasing core strength, control, balance, and posture which can all lead to the development of fine motor skills and bilateral co-ordination.

Hippotherapy is a one-on-one hands on intervention program where the therapist works with the participant and the horse to achieve functional outcomes. The sessions are much more enjoyable than other forms of therapy and the interaction with the horse often motivates the participant to actively participate in their treatment. The RDA HorsePower setting is an ideal place to achieve therapeutic goals.

Carriage Driving

Carriage Driving is where a horse or pony is hitched to a wheeled carriage and driven around a course.

Carriage Driving gives those who are no longer able to or do not wish to ride a horse the opportunity to experience the fun and enjoyable alternative equestrian experience in the great outdoors.

HorsePower Carriage Driving programs can range from a nice relaxing drive through the bush to more fast paced driving courses where the drivers ability to make decisions and control a moving carriage are put to the test.

As well as participating in a fun activity Carriage Drivers can also benefit from the fantastic therapeutic benefits of the program including improved coordination, muscle power and balance.

Walking with Horses

Walking with horses is an unmounted health and wellbeing program that provides people with varying abilities the opportunity to spend some time with the horse.

Something transformative happens when you spend time with a horse, the walking with horses program uses interaction with horses to offer participants a new way to connect with themselves, process their emotions and explore behaviours and relationship patterns that have become problematic in their day-to-day lives.

Horses are majestic, gentle creatures and as participants bond with them they learn valuable lessons about respect, empathy and communication that assist them in living the life they want.

HorsePower Australia

Our Programs

Participants interact with horses with the help of specially trained volunteers. Through practices like bathing, grooming and caring for the horse, participants can explore their own feelings, behaviours and interactions with others.

Benefits of the walking with horses program include:

- Increased sense of responsibility and self-confidence

- Better communication, decision-making and problem-solving skills
- Better ability to express feelings, needs, hopes and desires
- Increased connection to self and others
- Better understanding of teamwork and community
- Increased trust and respect in relationships

Our Horses

HorsePower Australia horses are specially selected for temperament and conformation, and specifically trained to work with people who have physical, intellectual, emotional and social challenges. Each horse undergoes specific training before they are accredited to be used in the HorsePower Australia program.

The enjoyment of working with horses is an integral part of our programs. Most sessions involve basic instruction in horse management, this encourages participants to respect and be considerate of other beings, and motivates them to participate. It is also possible that a participant may be offered a program that concentrates solely on unmounted activities with our horses.



Matching Participant and Horse

The care and wellbeing of participants and horses is of utmost importance to HorsePower Australia. We strive to provide the best care we can for our horses. One aspect of this is the consideration we give to the amount of weight we ask our horses to carry. It is not just the weight of an individual participant that we take into account, but other factors such as the age, fitness, soundness, and conformation of the horse. Factors including whether a rider has unsteady balance, sits crookedly, or has low muscle tone must be taken into account, as all these things can cause a rider to be harder for the horse to carry.

HorsePower Australia coaches continually monitor the suitability of a horse and participant combination, and there may come a time when a participant must cease riding a particular horse. We will endeavor to find a suitable replacement but, unfortunately we can't guarantee it as there are many issues involved with selecting a suitable horse for individual participants. Where a suitable horse cannot be found, a participant may be required to exit our riding program.



The National Disability Insurance Scheme (NDIS) is the new way of supporting eligible people with permanent and significant disability, their families and carers through access to individualised funding.

With the introduction of NDIS, the disability sector is changing. It has moved away from a state-based funding model to a unified national scheme. This sees a shift in funding away from direct funding to providers, to direct funding to individuals based on a needs assessment. Allocating funds directly to the person with a disability will ensure they have greater flexibility and control over their service and supports.

Including HorsePower programs in your NDIS Plan

Participating in sport and active recreation programs has many benefits. Having an active lifestyle has a lot of physical health benefits. Improved balance, muscle strength, lower blood pressure and improved cholesterol can all stem from regular exercise. However there are not just physical benefits from participating in local community sport and recreation programs there are the social and mental health benefits too. Several studies have proven that exercise, fresh air and spending time with animals are all effective ways that you can boost your mental health and reduce stress, and being part of a local sport and recreation club is also a fantastic way to build your social network in a fun, friendly and supportive environment.

From the 1 July 2017 the NDIS began rolling out in Western Australia. Visit the NDIS rollout page to find out when the NDIS is rolling out in your area <https://www.ndis.gov.au/understanding/ndis-rollout/western-australia>.

The first step in seeking funding from NDIS is to be tested for eligibility. If eligible for the NDIS, participants then meet with a local area coordinator or planner to develop a plan for the services and supports they need to live the life they want. Funding is then allocated on an annual basis to purchase the services, aids and equipment that the individual has been assessed as needing from the service provider(s) of their choice.

HorsePower Australia is a registered service provider with both WANDIS and NDIS (**Service Provider # 4050032585**) under the following categories:

WANDIS Cluster 4: Wellbeing

NDIS Core Support Category: Assistance to Access Community, Social and Recreational Activities
Please see HorsePower Australia Fee Schedule for list of services, item numbers and pricing.

This budget area is very flexible and can fund a wide range of activities to enable you to pursue recreational activities of your choosing and engage in the community - for instance accessing the specialised supports available via HorsePower Australia to meet your adaptive needs and goals. Activities funded under Assistance to Access Community, Social and Recreational Activities don't need to be disability specific - the aim is to help people with adaptive needs to be active, meet new people and have fun.

NDIS Capacity Building Support Category: Increased Social and Community Participation.

Please see [HorsePower Australia Fee Schedule](#) for list of services, item numbers and pricing.

These supports are designed to help you build your skills and independence. Sport and active recreational programs covered under this section are things like camps, classes and vacation activities that have the ability to develop your skills and capacity. Support in this area can also include assistance to establish volunteer arrangements in the community, mentoring, peer support and individual skill development. Supports provided in this area need to link back to the goals stated in your plan.

It is important to note that although people recognise the therapeutic benefits of our programs, HorsePower Australia is not registered as a therapy provider under NDIS; we are registered to provide individuals with assistance to access community, social and recreational activities which enables them to pursue recreational activities and engage in the community. NDIS's definition of 'recreational supports' is:

"Recreation (including sport) is any activity, pastime or hobby that is carried out for enjoyment or leisure. Recreation can offer opportunities for social inclusion and participation, as well as the associated benefits of improved health and well-being, improved skills and capabilities, heightened self-esteem and enhanced enjoyment of life for both the participant and their support network."

<https://www.ndis.gov.au/about-us/operational-guidelines/including-specific-types-supports-plans-operational-guideline/including-specific-types-supports-plans-operational-guideline-recreation-supports>

What if it appears that funding for HorsePower is not included in individuals plan?

We have a number of participants who advise us that they have not had funding included in their plan for our programs. This question falls into the frequently asked questions that is listed on NDIS website. If you have funding in your core supports budget it is flexible and the individual and or their family can manage the funding as they see fit i.e choose the services they wish to spend their funding on.

Q: Am I able to provide supports to a participant for items they are not funded for in their NDIS plan?

A: Participants have a significant degree of flexibility and control in their NDIS plans. Providers are able to provide supports to participants as long as participants are able to use their funds in that category. The providers should claim against the line item of the support provided.

Participants are generally able to use core budget funds flexibly for other supports unless funds have been set aside for a specific purpose such as periodic payments for transport, or core budget line types.

- compensation
- specialist disability accommodation
- in-kind supports e.g. government prepaid supports such as school transport of some therapy supports
- stated items (including quotes for certain items)



Example

Mia's goals are to learn to be more independent in her daily life and to make new friends in her community. She has funding in her Core Supports budget to help her with tasks like getting dressed and cooking meals. Over time, Mia feels confident to reduce the amount of support she needs in the morning to get dressed and make breakfast.

Because Mia's Core Supports budget is flexible, she decides to reduce the amount of one-on-one support she receives in the morning and makes the choice to use this funding for support to take part in a group recreational horse riding activity once a week.

Plan Management

There are three (3) ways in which your NDIS funding can be managed and you can choose a combination of these three (3) options e.g. you may choose to self-manage one part of your plan i.e. community participation and have NDIA manage the rest.

NDIA Managed: The National Disability Insurance Agency (NDIA) – the agency established to administer the NDIS – can manage your funding for you and pay your service providers on your behalf.

Plan Managed: The NDIA can include funding in your plan to engage a plan manager. Plan managers are independent agencies or individuals who manage your plan on your behalf, paying your providers and helping you to keep track of funds and assist with reporting.

Self-Managed: If approved by the NDIA you may be able to self-manage your own funds. For more information on self-managing please visit <https://www.ndis.gov.au/participants/using-your-plan/self-management>

NDIS works with Mission Australia and APM as partners in the community to provide Local Area Coordinators (LACs). LAC's can help you to:

- **Understand and access the NDIS** - provide information and be available to answer any questions you have about the scheme your eligibility etc.
- **Create a plan** - If you are eligible for NDIS they can help you develop your new plan.
- **Implement your plan** - they can help you find and start receiving services in your local area.
- **Review your plan** - they will work with you to make changes to your plan through a plan review.

For more information and to find out who is partnering LACs in your local community visit <https://www.ndis.gov.au/understanding/ndis-rollout/western-australia>

The supports you will receive from the NDIS, are driven by your goals. Generally these are short, medium and long term. Try and keep these goals broad – so you have greater flexibility in how you achieve your goal and you can seek to identify various elements of support required to meet that goal. **For example**, rather than have a limited goal **"to go horse riding"** – you will want to talk to your planner about including funding for you or your child **"To access community, social and recreational activities of his/her/your choosing to make new friends and take part in his/her/my community."** this goal fits with community participation and can be achieved by participating in HorsePower Australia programs as well as others within the community.

Below are some more examples of goals and outcomes that can be achieved through involvement in HorsePower Australia programs that may assist in discussions with local area coordinators and/or planners.

GOALS	WHAT YOU WANT TO DO	OUTCOMES	
Assistance to access community, social and recreational activities.	To meet new people and improve my communication skills.	Highly motivated experience where the participant is asked to provide feedback, follow instructions, direction and communicate to horses and support personnel.	
	OR		
	To make new friends (social participation) and take part in my community (community participation).	Experience provides a basis for conversation and story telling from the participant to their family/friends and others.	
	OR		
	My child wants to be able to play with his friends, as well as join a local sport /recreation club(s) to be active and meet other children.		Improved wellbeing, perception of quality of life and life satisfaction that comes from being active and engaged with community.
			Life satisfaction from participating in a shared activity. Participants share a common love of horses, which help build socialisation and interpersonal skills through connecting with others.
			Experience of outdoor recreation, enjoyment and fun.
I would like to maintain a healthy lifestyle and improve my level of fitness.		Improved wellbeing, perception of quality of life and life satisfaction that comes from being active and engaging with your community.	
		Improved physical and emotional wellbeing from participating in exercise.	
		Core muscles are strengthened from learning to sit comfortably and ride with the movement of the horse/pony.	
		Increased capacity to participate in physical activity e.g.. walking, bike riding.	

GOALS	WHAT YOU WANT TO DO	OUTCOMES
Assistance to access community, social and recreational activities.	I would like to improve my emotional and social Wellbeing	Improved wellbeing, perception of quality of life and life satisfaction that comes from being active and engaged with community.
		Improved emotional and social wellbeing from participating in exercise.
		Development of respect and a love for animals.
		Increased interest in ones own life and larger world through greater variety of experiences. Independence and autonomy over self.
		Trust and confidence in individual's own capacity to manage and control a large animal. A sense of achievement from participation.
		Improved confidence, emotional control and self-discipline from developing patience and focus of attention that comes from working with a large animal.
Increased Community Participation - Skills Development	Learn technical competence in horse husbandry and management, including leading skills, feeding and grooming.	Supported experience in managing horses.
	Improved multi tasking and executive functioning capacity.	Following multi step tasks and completing goals.
		Applied Knowledge of safe behaviours.
		Improved communication through providing feedback, following instructions, direction and communication with the horse and support personnel.
	To improve coordination and strength so that I can be more independent.	The exercise of riding a horse will help strengthen my muscles, improving my ability to control my arms and hands and hopefully do more things for myself.
Practice meeting responsibilities and staying on task to completion.	Ability to plan and organise ahead of time e.g. improved sequencing, patterning and motor planning through skills games played in sessions.	

HorsePower Australia

Program Costs & Funding Options

Historically, the cost of HorsePower Australia's programs have been heavily subsidised through WA Government block funding, greatly reducing participant fees. While the cost of providing our programs remains the same, these costs now need to be funded from individual's funding, this is why we align our pricing to the most up-to-date NDIS price guide. Our Price Promise is to never charge an individual more than the NDIS price guide. The NDIS price guide is reviewed annually and sets prices that reflect wage inflation and market trends to ensure the NDIS and service providers such as HorsePower Australia remain sustainable. **Please see our fee schedule for costs of programs and services.**

Temporary Transformation Payment (TTP).

The TTP was introduced to assist providers such as HorsePower Australia to continue transitioning their business from a state-funding model to an individualised-funding model and move to a more competitive marketplace. HorsePower Australia is eligible to charge the TTP rate on all applicable programs and services. You can read more about the TTP in the NDIS Price Guide on their website www.ndis.gov.au.

There are various funding options available for HorsePower Australia programs including:

- **Self-Funded Private Services:** Not eligible for government funding, you can pay for programs and services privately. Individuals already accessing government funding are also welcome to purchase additional programs and services as needed. Participants will be invoiced for sessions by their affiliated HorsePower member centre i.e. HorsePower Swan Valley.
- **Through a NDIS package:** This can be either agency-managed, self-managed or plan-managed
 - **Agency Managed (NDIA):** HorsePower Australia will process funding claims via the NDIS Myplace Provider Portal on behalf of the participants affiliated HorsePower member centre. Participants and/or their families can check payment claims processed against service bookings via their NDIS Myplace Participant Portal.
 - **Plan-managed:** HorsePower Australia will invoice the participants plan manager for services delivered.
 - **Self-managed:** This process is similar to private funding where the participant will be invoiced for sessions by their affiliated HorsePower member centre i.e. HorsePower Collie.
- **Through a local community sponsorship:** some participants seek sponsorship of their involvement in HorsePower Australia programs from local community service groups or companies e.g. Rotary, Lions, Variety or Therapy Focus.
- **KidSport:** Many of our centres are registered for KidSport if you are eligible for this program you can use funding to assist with the cost of registration. All West Australian children aged 5 to 18 with a valid Health Care Card or Pensioner Concession Card are eligible to apply for KidSport which enables children to participate in community sport by offering them financial assistance of up to \$150 per calendar year towards club fees. If you intend to use KidSport to pay your HorsePower registration fee please apply online at www.kidsport.dlgsc.wa.gov.au/ and under "KidSport Voucher" select your local HorsePower centre as the "Approved Kid Sport Club". If your local centre does not appear on the list please contact your local centre directly to check if they are registered.

Planning for HorsePower Program's in your Plan

As HorsePower Australia transitions to individualised funding it is important that our current participants consider their HorsePower Australia programs when planning for their NDIS planning meetings and developing their NDIS plans. If goal-based equine-facilitated programs are deemed appropriate and approved within your NDIS plan, you will be able to access individual funding to undertake our programs.

If goal-based equine-facilitated programs are not deemed appropriate for you through the NDIS; then alternative payment options may be available through your local centre.

If you need help discussing your HorsePower Australia needs with your Local Area Coordinator (LAC) or planner please contact the HorsePower Australia office or your local HorsePower centre for assistance.

HorsePower Australia

Business Terms & Conditions

HorsePower Australia participants and parents/guardians are required to complete a Service Agreement. By signing the service agreement you are agreeing that you have read and understood the following terms and conditions:

Responsibilities

HorsePower Australia agrees to:

- provide a thorough assessment of the participant's needs and goals in the development of their personalised program
- consult the participant on decisions about their program goals and objectives
- provide qualified program supports that meet the participant's needs in a safe and supportive environment
- review the provision of supports at least bi-annually for ongoing programs, and at the end of each program for School Holiday programs with the participant
- communicate openly and honestly in a timely manner
- treat the participant with courtesy and respect
- listen to the participant's feedback and resolve problems quickly
- give the participant information about managing any complaints or disagreements and details of HorsePower Australia's cancellation policy
- provide a program that meets the participant's agreed goals and needs at the time scheduled; give the participant as much notice as possible if HorsePower Australia has to change a scheduled appointment to provide supports or cancel a planned session; please note:
 - if HorsePower Australia is unable to provide the required qualified instructors and specialised support personnel for a safe and effective program on that day, the session will be canceled
 - if HorsePower Australia cancels a session, the participant will not be charged or billed for that session
- give the participant the required notice if HorsePower Australia needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information)
- protect the participant's privacy and confidential information
- provide supports in a manner consistent with all relevant laws
- keep accurate records on the supports provided to the participant, and

- issue invoices and/or statements of the supports delivered to the participant under HorsePower Australia's Payment Policy.

The Participant / Participant's representative agrees to:

- inform relevant HorsePower Australia Centre personnel about the participant's goals and objectives that they wish to meet through the supports delivered
- notify the relevant HorsePower Australia Centre personnel of any participant health concerns or issues and keep them informed of any changes to contact details, in particular emergency contacts
- wear appropriate clothing such as long comfortable pants, a shirt that protects the shoulders and neck from the sun
- treat HorsePower Australia staff, volunteers and horses with courtesy and respect
- understand and follow the direction of the coach during emergency procedures
- talk to the Contact person listed in this Agreement, or the relevant Centre team, if the participant has any concerns about the supports being provided
- give the relevant HorsePower Australia Centre the required notice if the participant cannot make a scheduled appointment, as per the HorsePower Australia Fees & Cancellation policy (see included)
- give the relevant HorsePower Australia Centre the required notice if the participant needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information)

The Parties also agree that:

HorsePower Australia programs can only be offered and/or delivered where there is sufficient funding in the participant's NDIS plan relevant to the support requested (For example, if access to community participation is not included in your plan HorsePower Australia cannot provide programs unless funded privately).

HorsePower Australia

Business Terms & Conditions

Cancellations

HorsePower Australia expects consistent attendance by all participants. If participants are unable to attend a regularly scheduled sessions, notifications must be made by calling or emailing their affiliated centre with as much notice as possible, preferably at least 24 hours. This enables them to notify coaches and volunteers in a timely manner. Cancellations with less than 48 hours notice are still charged for the session.

On days of inclement weather, (weather unsuitable for activity) the session may be canceled; at no charge to the participant.

Sessions that are canceled at any time on behalf of HorsePower Australia will not be charged to the participant or a make-up session may be offered.

Alternative and Split Lessons

HorsePower Australia tries to maximize the time undertaking the actual activity when the weather is good, but there are times the weather doesn't cooperate or other circumstances arise where programs are not possible in their normal format.

Alternative Program: When excessive heat, cold or other weather conditions such as thunder, lightning, high winds etc. are factors, it is at the coaches discretion to provide an alternative ground session in lieu of normal programs. The alternative session will expand on horsemanship skills such as grooming, horse handling and learning about the horses. In this situation the alternative session is considered the session for the day and NO other make-up session or refund will be provided, even if a participant chooses not to participate in the offered alternative session.

Abbreviated Program: If participants are mounted and a decision is made to dismount due to adverse conditions, 20 minutes or more of mounted time is considered a full lesson.

Split Session: If an alternative ground session (no riding/driving) is offered after dismounting, this is considered a split session (partial riding and partial groundwork) and is the session for the day.

We know some of participants thrive on keeping to a set structured activity and coming to HorsePower and finding out they are not undertaking their

usual program may be difficult for them. If you are concerned about this possibility, please contact your coach at your affiliated centre to come up with a plan.

Illness and Medical Care

PLEASE STAY HOME if you have:

- Nausea, vomiting, diarrhea within the past 24 hours
- Cold, flu symptoms and/or severe, persistent cough
- Oral temperature of 100 degrees or higher. Temperature should be normal for 24 hours before attending lessons
- A contagious or exposed skin rash
- A communicable disease such as head lice, strep throat, chickenpox, etc.

If a participant requires medical care, HorsePower Australia will contact the participant's Emergency contact directly if they are not already on-site. Please ensure that your HorsePower centre is kept informed of any changes to contact details so that this service remains efficient.

It is very helpful to keep in close contact with your centre community coach about any health problems a participant has however slight they may seem. Even small health concerns can affect a participant's behavior. Being aware of any changes with a participant will help coaches meet the ongoing needs of the participant.

Please note HorsePower Australia staff, coaches and volunteers are not permitted to administer any medication to participants.

Weight Considerations

The enjoyment of building a relationship with a horse and the responsibility of caring for it is an integral part of our programs.

The care and wellbeing of participants and horses is paramount. HorsePower Australia strives to provide great care for our horses. One aspect of this care is the consideration we give to the amount of weight we ask our horses to carry. No hard and fast rule can apply and it is always best to judge this conservatively in order to maintain a safety margin. It is not just the weight of an individual participant that we take into account, but also other factors such as the age, fitness, soundness

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and confirmation of the horse. Factors such as whether the participant has unsteady balance, sits crookedly, or has low muscle tone must also be taken into account, as all these things can make it more difficult for the horse to carry the participant.

Coaches endeavour to find suitable horses for individuals, however cannot guarantee it as there are many issues involved with selecting a suitable horse for individuals. Where a suitable horse cannot be found, a participant may be required to exit the program.

Communicating with your HorsePower Australia Community Coach

At the beginning of each year, your centre will send you an introduction email/letter this will include the contact information for the centre and the name of the HorsePower Community Coach who will be working with you in your sessions.

We realise that it can be difficult for long or private conversations with coaches before or after a session but if needed you affiliated HorsePower centre will provide a private area suitable for conducting a confidential discussion. The private area may include but is not limited to a private office, gazebo or other outside space.

If you have questions or concerns regarding sessions, begin by talking with your coach. If you need further assistance, your coach can direct you to a different staff member or person who can help.

Photography and Video

HorsePower Australia and its member centres control what is posted on their various social media channels. Only photos and videos of participants who have provided permission for use on these channels will be posted.

If taking pictures or video for personal use, respect the privacy of other participants and volunteers by either asking permission to post the image/video or not posting photographs or videos on any form of social media that includes other participants.

Siblings

If siblings are in attendance with parents of participants, parents are responsible for the direct supervision of these children at all times. Please keep in mind, noise and lots of activity or movement

can distract participants, staff and horses from the optimal lesson.

Service Animals

Personal pets, with the exception of service animals or service animals in training, are not allowed in HorsePower Australia centres without prior consent from the Coach or centre committee. HorsePower Australia asks that service animals wear identifying tags, leashes and/or vests to notify others that it is a service animal.

Code of Conduct

It is mandatory that everyone complies with all posted safety rules and abides by all posted off-limit areas. HorsePower Australia centres are no smoking facilities.

No mistreatment, abuse, or suggested abuse of any person or animal will be tolerated. HorsePower Australia and its member centres reserves the right to ask anyone to leave the premises.

Anti-Discrimination and Harassment Policy

HorsePower Australia and its member centres does not discriminate on the basis of gender, race, color, age, sexual orientation, national origin, ethnicity, religion or disability. HorsePower Australia and its member centres does not, and will not, tolerate any type of harassment of our employees, participants, their families, or our volunteers.

Feedback, complaints and disputes

HorsePower Australia and its member centres are open to suggestions for improvement. The goal is to help every participant have a meaningful experience with the horse to facilitate independence, community participation and life skills

If a participant or their family wishes to give HorsePower Australia or its member centres feedback, the participant can talk to a member of their centre committee. Alternatively they can contact the Executive Officer of HorsePower Australia on 0499 606 238 or at Kelly.mansfield@horsepower.org.au.

If the participant is not satisfied with services or has a grievance they can talk to their nominated centre grievance officer, details of such should be available at their member centre. If they do not want to talk to this person or feel their grievance

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is not being resolved, the participant can contact HorsePower Australia's Grievance Officer, Jane Danzi on 0411 625 642 or Jane.danzi@horsepower.org.au.

More information about HorsePower Australia's Grievance procedure can be found online in our constitution at <http://bit.ly/HorsePowerConstitution>.

Changes to Service Agreement

If changes to the supports or their delivery are required, both HorsePower Australia and the participant will discuss and review the Service Agreement. If both Parties agree, then any changes to the Service Agreement or Schedule of Supports will be in writing, signed, and dated by both Parties. If the changes are significant and it is agreed by both Parties a new Service Agreement or Schedule of Supports may be created to reflect the changes.

Ending the Service Agreement

Should either Party wish to end the Service Agreement they must give one month's notice; however shorter time periods may be acceptable if the participant or carer is experiencing unforeseen circumstances.

HorsePower Australia may end the Service Agreement with minimal notice under the circumstances where:

- the participant no longer meets the criteria for a place at HorsePower Australia; including no longer meeting the weight limit for HorsePower Australia programs or being unable to maintain a regular commitment to their lesson times.
- HorsePower Australia becomes unable to provide a safe and effective program due to lack of available resources. For example, a horse or staff member becomes unavailable due to illness or injury
- the participant does not meet the fee payments as detailed in their payment schedule and aligned to HorsePower Australia's Payment Policy.

If either Party seriously breaches this Service Agreement the requirement of notice will be waived.

Weather Policy

HorsePower Australia centres and coaches make every attempt to provide services, even in inclement weather. Sometimes, if normal programs are not possible, alternative or abbreviated programs will be offered.

All our affiliated centres have different facilities available to them with some having undercover arenas, therefore each centre has it's own inclement weather policy, please check with them for details of this policy.

Payment of Fees

Fees for HorsePower Australia programs vary depending on the type of program a participant is enrolled in and the number of sessions offered.

Please refer to our fee schedule for more information.

WANDIS

HorsePower Australia receives funding for participants paying for supports through WANDIS directly from Disability Services on a quarterly basis. If you are self managing under this system your registered centre will provide you with an invoice for payment.

NDIS

HorsePower Australia will seek payment for the provision of programs and supports as per the nominated payment method on the first page of the Service Agreement.

Additional expenses are not included in the cost of the supports. These may include and are not limited to;

- competition entrance fees
- personal hygiene care e.g.. toileting etc. If a participant usually requires support for personal care, then a parent, carer or disability support worker must attend with the participant to provide these supports.
- clothing; with the exception of riding helmets and boots which are loaned to participants for the duration of their HorsePower session.

Self-Funded Private

If you are not eligible for government funding your registered centre will invoice you for sessions undertaken.

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Payment Terms

HorsePower Australia requests that payment of fees be received within 14 days from the invoice date. An email reminder will be sent out to participants, parents or guardians if payment has not been received at the end of the 14 day period. A friendly follow-up phone call will be made for all outstanding fees that have not been received after 30 days of the invoice date.

Declined Funds

Should funds be declined due to exhausted funds or expired plans, the participant acknowledges they are liable for payment of the services rendered.

HorsePower Australia or its member centre will issue an invoice for payment as per the terms above.

Session Subsidy / Scholarship for non-funded participants

Although our desire is to make HorsePower programs affordable for all individuals who could benefit from equine facilitated activities participants who are not able to pay the full fee for HorsePower Australia programs may apply for session subsidy / scholarship funds.

Thanks to the support of generous donors and the hard work our volunteers undertake to fundraise HorsePower Australia centres may be able to offer a subsidy/scholarship towards session fees for participants who are ineligible for funding or may not otherwise be able to participate due to the cost.

To apply for financial assistance, please contact your local registered HorsePower Australia centre for more information and to complete the Session subsidy / scholarship form.

Health, safety and risk management

HorsePower Australia works hard to provide a safe and supportive environment for participants, volunteers and staff. Safety and risk management is the responsibility of all participants and their parents/carers. Participants their parents/carers have a responsibility to notify staff of any safety issues that come to their attention.

Signage: Please observe all signs and instructions whilst at a HorsePower Australia centre. They are there for your safety.

Horse safety: Participants should only enter stables, yards and paddocks under the direction of the supervising Coach. It is critical that the instructions of the Coaches and volunteers are observed when handling horses. Whilst our horses are well trained, they are living creatures and by nature can be unpredictable.

Accompanying participants and children: All participants, non-riding children under the age of 12 or individuals under the care of a support worker / carer must be supervised at all times by a responsible adult within designated areas. HorsePower Australia coaches and volunteers are only responsible for supervision during individuals sessions.

Clothing: Whilst at a HorsePower Australia centre, participants should wear long comfortable pants, a shirt that protects the shoulders and neck from the sun, smooth-soled shoes (riding boots are available for loan) and sunscreen.

Personal hygiene: HorsePower Australia centres have amenities that are accessible for people with disabilities. If a participant normally requires a carer, parent or support worker to assist with personal hygiene, it is required that such a person be present throughout the session to provide assistance if required. HorsePower Australia staff and volunteers are not permitted to assist in this area. Participants should wash their hands thoroughly after handling and riding the horses.

Fire and Emergency Procedures

Fire and first aid equipment are located at each HorsePower Australia member centre. All staff and volunteers receive specialised training prior to involvement in sessions and all coaches hold current first aid qualifications.

In the case of an emergency, HorsePower Australia centres will contact the emergency contact person provided in your registration form, and if necessary, arrange for appropriate medical assistance – the cost of which will be borne by the client/parent/guardian.

Please familiarise yourself with the fire and emergency evacuation procedures at your registered centre.

HorsePower Australia

Love what we do? Please help support this unique service for the future benefit of people with diversabilities.

Donations

HorsePower Australia and its member centres gratefully accepts donations. There are many ways to help. Some ideas are listed below.

Ways to help:

- Sponsor a rider by contributing to the Hearts & Horses Scholarship Fund
- Sponsor a horse/pony where you can feed or care for the needs of a HorsePower horse through a monthly, yearly, or a one-time donation.
- Make a donation in memory or honor of a special person, pet or horse.
- Become a partner. There are many opportunities for you or your company
- to partner with HorsePower Australia. Contact us on 0499 606 238 to find out more information.
- Check if the company or corporation you work for matches donations. This is a great way to double your donation to HorsePower Australia or a member centre.
- HorsePower Wish List. It doesn't matter what season it is, HorsePower member centres are always in need of items; be it for humans or horses! With approximately 125 horses, 450 + participants, 500 volunteers, arena and facilities to maintain the list just seems to grow. Please contact HorsePower Australia or your local member centre for more information.

Leave a lasting gift in your will

A legacy donation could mean so much to the next generation, providing support for them to develop their strength, muscle tone and confidence to realise their full potential and dreams for a better tomorrow.

Making a legacy donation to charity is not a decision to rush. You may choose to provide HorsePower Australia with one of the following bequests in your Will:

- **Residual bequest:** A percentage or whole of what is left of your estate after you have provided for your loved ones.
- **Pecuniary bequest:** A fixed sum of money.
- **Specific bequest:** A particular item which can

be sold to support the organisation i.e. shares, real estate, art etc.

If you do wish to include a bequest to HorsePower Australia please let us know . We want to make sure you are happy with that decision and that you are kept up to date with what we are doing in the local community.

Fundraising

Because HorsePower Australia's sessions fees do not cover the expenses of the program, various fundraisers are conducted each year by HorsePower Australia and its member centres.

Some events include:

- **HorsePower Australia's Night at the Races Gala Dinner.**
The evening is a unique event filled with fun and activities such as the Barrier Draw, Mystery Wine Sales, Sweepstakes, Bookies, Live & Silent Auctions, delicious three course meal, drinks, a testimonial speaker sharing their personal experience of the magic of horses, a highly entertaining MC and much, much more.

There are a variety of sponsorship packages on offer, giving you the opportunity to become a part of Night at the Races, which can assist in establishing and maintaining your company's reputation as a socially responsible corporate citizen.
- **Back a Real Winner - Melbourne Cup Campaign**
You can help create winning photo finishes when you choose to support HorsePower's therapeutic programs by hosting a fundraiser on the day that stops the nation.

Information about HorsePower Australia or member centres events will be available throughout the year. Each event is a lot of fun and a great way to meet people involved in the HorsePower Australia community.



HorsePower

Horses, health and happiness

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