



# HorsePower

*Horses, health and happiness*

## HorsePower Australia

### SERVICE AGREEMENT

Between HorsePower Australia and a Participant



Registered NDIS Provider



Government of Western Australia  
Department of Communities  
Disability Services



Department of  
Local Government, Sport  
and Cultural Industries

HorsePower Australia ABN 98 624 054 651

303 Cathedral Avenue, Brigadoon WA 6069

0475 217 453 • [admin@horsepower.org.au](mailto:admin@horsepower.org.au) • [www.horsepower.org.au](http://www.horsepower.org.au)

## 1. Introduction

Thank you for choosing HorsePower Australia as your community participation provider. This document is a written agreement between you and HorsePower Australia that outlines the support we will provide via our affiliated member centres.

HorsePower Australia agrees to provide the services and supports as outlined in this Service Agreement and you as the participant consent to the provision of these services and supports.

Terms and Conditions related to your service agreement are provided in the Participant Guide that is provided with this agreement or available on the HorsePower Australia website.

This Service Agreement must be signed by both you and HorsePower Australia in order for us to commence delivering services.

We look forward to working with you to help you achieve your goals and empower you to live the life you want.

## 2. Contact Details

**My agreed HorsePower Australia centre is:**

The following contact details apply for information relating to this agreement, or to the NDIS relationship.

### Participant / Participant's representative can be contacted on:

<b>Name</b>	
<b>Phone</b>	
<b>Email</b>	
<b>Address</b>	
<b>Alternative Contact</b>	

If there are any changes to your information or Plan, it is your or your Authorised Representatives responsibility to notify HorsePower Australia of these changes.

### Contact details of Registered Plan Manager for invoicing if not Agency managed or self-managed:

<b>Name</b>	
<b>Phone</b>	
<b>Email</b>	
<b>Address</b>	
<b>Alternative Contact</b>	

### HorsePower Australia can be contacted on:

<b>Contact Name:</b>	Kelly Mansfield
<b>Phone:</b>	0499 606 238
<b>Position:</b>	Executive Officer
<b>Email:</b>	Kelly.mansfield@horsepower.org.au

<b>Contact Name:</b>	Alison Pugh
<b>Phone:</b>	0475 217 453
<b>Position:</b>	Administrative Coordinator
<b>Email:</b>	Alison.pugh@horsepower.org.au

<b>Contact:</b>	Janine Mazzini
<b>Phone:</b>	08 9296 4655
<b>Position:</b>	Bookkeeper
<b>Email:</b>	Janine.mazzini@horsepower.org.au

### 3. Agreement for the provision of services

This Service Agreement is made for the purpose of providing services and supports under the participant's NDIS, other individualised plan or private self-funding arrangements.

For NDIS plans, the Parties agree that this Service Agreement is made within the context of the NDIS, which is a scheme that aims to:

- Support the independence and social and economic participation of people with a disability and
- Enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of services.

Additional expenses (items that are not included as part of the participant's services and supports) are the responsibility of the Participant or their authorized representative, and are not included in the cost of the supports

### 4. Payments

HorsePower Australia will seek payment for the provision of programs and supports and services.

The supports and services provided under this Service Agreement are managed by (Please tick relevant box):

- The Participant (or Participant's Representative)**  
The participant chooses to self-manage or pay a self-funded fee for service. After providing those supports and services, outlined in this Service Agreement the participants nominated HorsePower Australia centre will send the Participant an invoice for those supports and services for the Participant to pay. The Participant will pay by the terms noted.
- The National Disability Insurance Agency (NDIA)**  
The Participant chooses to have their funding for supports and services outlined in this Service Agreement managed by the NDIA. HorsePower Australia will claim payment for those supports and services received from the NDIA My Place Portal.
- A Registered Plan Managed**  
The Participant chooses to have a Registered Plan Management Provider to manage the funding for supports and services outlined in this Services Agreement. After providing those supports, the nominated HorsePower Australia centre will claim payment for those supports and services from the Registered Plan Management Provider as detailed in the Contacts section of this 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 the HorsePower session.

### Prices

The price of services and support provided to participants and this Service Agreement are subject to review and adjustment as required by HorsePower Australia or by the NDIS or other contracting entity.

The current Schedule of Prices and our Terms and Conditions are provided in our Fee Schedule and Participant Guide respectively and are available on our website.

## 5. Cancellations

If you need to cancel your session, we ask that you give us **2 business days' notice**.

To cancel your session please call your HorsePower centre or coach. Please do not contact the HorsePower Australia office as we may not be able to get the message to your centre and coach in time.

Sessions that are cancelled with short notice (less than 2 business days) or no shows will be charged for.

If you cancel on a regular basis, we will discuss this with you and see how we can better support you to attend sessions. If we can't find a solution, then we may decide to stop services until you are able to attend regular sessions as we do have other participant waiting for positions within our programs.

## 6. Changes to your service agreement

### Requested Service Agreement Changes

If you would like to make changes to the services you are receiving, please contact HorsePower Australia. Changes to this service agreement must be made by you or your Authorised Representative in writing by email or letter and may result in us having to make changes to your service booking.

### Required Service Agreement Changes

HorsePower Australia reserves the right to amend this service agreement on request from you and your Authorised Representative. You will be consulted on all changes and confirmation of any changes will be sent to you by email or letter.

Should funding claims to NDIS be declined due to exhausted funding balances or expired plans, you will be consulted to set up a self-funding arrangement or to increase your service booking to ensure all future sessions can proceed. All services provided require payment and will be charged as per this arrangement.

## 7. Ending this 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.

## 8. Consents

In signing this agreement, you consent to us collecting personal information for the primary purpose of providing services, including collecting such information from third parties where it is unreasonable or impracticable for us to collect the information from the participant. Your personal information will also be accessed and used for secondary purposes such as administration, record keeping, accounting, business planning, assessing and monitoring and for other purposes as required under the NDIS Practice Standards.

HorsePower Australia will not provide your Personal Information to or discuss your situation with any other individuals or organisations without your prior consent, except where required by law or required by our affiliated HorsePower centres delivering the services to you.

The following consent remains valid while the participant is receiving services from HorsePower Australia. Please contact us should you wish to update or amend your consent.

**I give consent:**

- To receive services from HorsePower Australia as per our terms and conditions
- To the cancellation charges as per our terms and conditions
- To HorsePower Australia to create or amend a service booking on the participant’s behalf
- To receive news, updates and event information

I give consent for HorsePower Australia to liaise with the following professionals/agencies involved in the provision of support of the participant:

Professionals/Agencies	Contact Details (Name, Phone and Email)
<input type="checkbox"/> NDIS Service Planner	
<input type="checkbox"/> Support Coordinator/LAC	
<input type="checkbox"/> GP/Medical specialist	
<input type="checkbox"/> Other	
<input type="checkbox"/> Other	

**9. Parties and Signatures**

By signing this Agreement, the Participant or Participant’s Authorised Representative consents to HorsePower Australia undertaking support activities as defined in this Agreement, HorsePower Australia Terms and Conditions and the table of Services and Supports.

This Service Agreement is made between the listed parties:

<b>Participant or Representative</b> (i.e parent/carer/guardian)	<b>AND</b>	HorsePower Australia <b>NDIS #: 4050032585</b>
		<b>Service Provider</b>

HorsePower Australia will provide services to

<b>Participant name</b>	
<b>NDIS number</b>	
<b>Plan duration</b>	___ / ___ / _____ to ___ / ___ / _____
<b>Service start date</b>	___ / ___ / _____

- I have read, understood and agree to the terms and condition of this Service Agreement detailed in the Participant’s Guide.
- I agree to notify HorsePower Australia of any changes that may affect this Service Agreement

Participant / Representative			
<b>Signed:</b>			
<b>Name:</b>		<b>Date:</b>	

Authorised HorsePower Australia representative			
<b>Signed:</b>			
<b>Name:</b>		<b>Date:</b>	

### Storage, Access and Correction:

All Disability Service Providers are bound by the Privacy Act 1988. HorsePower Australia undertakes to adhere to the Australian Privacy Principles, which regulates how we may collect, use, disclose and store personal information and how individuals may access and correct personal information held about them.

### 10. Goods and Services Tax

Under the NDIS, GST will not apply to most services. If GST is applicable to your service, it will be detailed in the agreement and Schedule of Supports.

### 11. Schedule of Supports

HorsePower agrees to provide a program of supported equestrian activities as community, social and recreational activities as detailed below:

<b>Support Category</b>	
<b>Support Item</b>	
<b>Hourly Rate</b>	
<b>Allocated Budget \$</b>	
<b>Allocated Number of Hours</b>	
<b>TOTAL COST OF SERVICES</b>	
<b>Comment</b>	

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<b>Support Item</b>	
<b>Hourly Rate</b>	
<b>Allocated Budget \$</b>	
<b>Allocated Number of Hours</b>	
<b>TOTAL COST OF SERVICES</b>	
<b>Comment</b>	

The supports/programs and their prices are set out in the attached HorsePower Australia Fee Schedule. Prices listed cover the cost of providing all supports required for HorsePower Australia programs. Any additional supports required (e.g. personal care) fall outside of this Agreement and are not part of the HorsePower service.