



## Participant Information 2020

### About Pegasus

Established in 1973, Riding for the Disabled ACT Inc. (Pegasus) is an iconic charitable organisation serving the ACT and local NSW region.

Pegasus provides horse-facilitated therapeutic programs and activities aimed at developing abilities for people living with a disability. We offer mounted, unmounted, school holiday programs and specialised therapeutic riding ('Hippotherapy'), which is delivered with the assistance of a qualified physiotherapist.

Apart from being fun, horse riding exercises the whole body, improving muscle strength and flexibility, coordination and balance, fine and gross motor skills and development, core strength and stability, concentration and focus. Working with horses encourages responsible and caring attitudes, and helps to build confidence, self-esteem, communication skills, leadership and trust. All delivered in a supportive and socially integrated setting.

**2020 term dates** - *Pegasus term dates mirror ACT government school terms*

#### Term 1

- **Individuals** - Week 2, Tuesday 11 February to 12 April 2020, Week 10
- **School Groups** - Week 3, Tuesday 18 February to 12 April 2020, Week 10

**Term 2** - Week 1 -Tuesday 28 April to 5 July 2020, Week 10

**Term 3** - Week 1, Tuesday 21 April to 27 Sept, Week 10

**Term 4** - Week 1, Tuesday 13 October to 6 Dec, Week 8

## Pegasus horses

Pegasus horses are specially selected for temperament and conformation, and specifically trained to work with people who have disabilities. Each horse undergoes extensive training before they are ready classes and continues weekly training during their working life. The care and wellbeing of participants and horses is paramount at Pegasus. We strive to provide great care for our horses. 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 cannot guarantee this.

## Pegasus Coaches

Pegasus Coaches are qualified under Riding for the Disabled Association (RDAA) National Coaching Accreditation Scheme. They have knowledge and skills in disabilities, safety, first aid, coaching, horse mastership, and the selection and training of horses.

## Pegasus Volunteers

Pegasus volunteers are trained under the RDAA Volunteer Training Program, in assisting people with disabilities. We provide up to three volunteers per participant to assist them with riding; a 'leader' and up to two 'side walkers'.

## Attending lessons

Pegasus requires participants to arrive 15 minutes prior to the start time for the lesson, so that they have time to put their helmets and boots on, hear the briefing for the session and be ready to start at the scheduled time. This helps the participant transition calmly and safely to the session, which makes for a better outcome for all involved.

## Participant forms

All participants will be required to fill in a set of forms before they can ride at Pegasus, and ongoing each calendar year.

Necessary forms are:

- **Expression of interest form**
- **RDAA consent to participate** which will incur an annual fee (paid per calendar year) registration with RDAA to cover personal accident insurance for the participant, this form includes a standard legal waiver of liability.

- **Medical Consent** must be completed by a GP before the participant can commence at Pegasus. These are generally valid for three years and Pegasus will let you know when it needs to be renewed.
- **Service Agreement** will be completed by a parent or guardian on behalf of the participant. This covers program details and the agreed invoicing and payment schedule.
- **Media consent** is valued and appreciated as it helps Pegasus raise awareness in the community and assists in raising much needed funds to keep us going. We are mindful of your privacy and take it very seriously. Even with media permission Pegasus makes personal contact with families, participants, or volunteers when media opportunities arise that may go external to explain how and to what extent the media may be used.

***Pegasus has a central database, and all information is stored securely with access by authorised persons only.***

## Payment of Fees

Fees and payment schedule for participants' programs will be outlined in their "quote".

Pegasus 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 within 14 days and a friendly follow-up phone call will be made for all outstanding fees that have not been received after 21 days of the invoice date.

**Please note:** A participant's place in the Pegasus programs will be put at risk if fees are not paid in full after 21 days of the invoice date.

## Payment methods

- **Monthly direct debits** can be made on the 15<sup>th</sup> day of each month (or the next business day). Please fill out the direct debit form and provide the details to Pegasus administration.
- **Electronic transfer** payments can be paid directly into our bank account. Details are:
 

Bank:	Westpac – Belconnen Mall Branch
Account Name:	Pegasus
BSB:	032 712
Account Number:	11 22 18
Reference:	Participant's full name and invoice number.
- **Credit card** payments can also be made over the phone by calling 02 6254 9190.

- **Cash** payments can be made at the Pegasus office during working hours: 9am to 5pm, Monday to Friday.
- **Cheques** should be made out to 'Pegasus' and can be posted to us at 119 Drake Brockman Drive, Holt ACT 2615 or dropped into the office during working hours.

## Riding scholarships

Thanks to the support of generous donors, Pegasus has a limited number of Riding Scholarships available. Email notification will be sent out for opening and closing dates of application. Preference will be given to participants who will financially struggle to attend Programs These scholarships support people with a disability who aspire to develop their potential through horse-related activities and associated therapy, through either a Riding (mounted program) or Horsemanship (unmounted program).

## Responsibilities of Participant / Participant's representative

The *Participant / Participant's representative* agrees to:

- communicate to Pegasus about the participant's goals and objectives and reasons why they wish to attend Pegasus
- notify Pegasus staff of any participant health concerns or issues and keep Pegasus informed of any changes to contact details, emergency contacts etc.
- wear appropriate clothing such as long comfortable pants, a shirt that protects the shoulders and neck from the sun
- treat Pegasus staff, volunteers and horses with courtesy and respect
- understand and follow the direction of the coach during emergency procedures
- talk to Pegasus if the participant has any concerns about their program and ask for help where necessary

## Responsibilities of Pegasus

**Pegasus agrees to:**

- provide a thorough assessment of the participant's needs and goals in the development of their personalised program
- provide qualified program supports in a safe and supportive environment
- 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

## Pegasus Cancellations

Pegasus may be required to cancel classes due to risk of bush fire, inclement weather or extreme heat. Sessions that are cancelled at any time on behalf of Pegasus will not be charged to the participant. Occasionally if Pegasus is unable to provide the required qualified instructors and support personnel for a safe and effective program on that day, the session will be cancelled the participant will not be charged for that session

**On Total fire ban days**, it is a requirement that all participants be accompanied by a parent or carer who remains on the property for the duration of the lesson, in case of evacuation.

If for any reason Pegasus does need to evacuate in an emergency and there is no transport available for the participant, Pegasus will arrange transportation to MacDonald's at Kippax Shops, and remain with the participant until they can be collected. Please note that Pegasus reserves the right to evacuate in times of emergency and it may be a member of staff or a trusted volunteer that carries out the evacuation under direction of Coaches and the Emergency Team. Every person at Pegasus **must** report to the common room to sign in and sign out.

Pegasus has a **Weather Policy** stating that classes may be cancelled, due to extreme heat or High winds or other weather events. This is for the safety of participants, volunteers, staff and horses. Wherever possible, Pegasus will provide advanced warning of cancellations, there will be no charge for Pegasus cancelled classes. A copy of the policy is available on the website.

## Participant cancellations

Pegasus requires a minimum 24 hours notification if the participant cannot make a scheduled session, the fee for that session will be credited. If a participant fails to attend without notification, the session will not be refunded. If the participant has a reason for cancelling at short notice (such as illness etc.) and Pegasus is notified before the session, you will be credited for the session.

## Ending the Service Agreement

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

- the participant no longer meets the criteria for a place at Pegasus; including no longer meeting the under 60kg weight bearing limit for Pegasus' Riding (mounted) program
- the participant is unable to maintain a regular commitment to their lesson times
- Pegasus 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 able to meet the fee payments.

## Health, safety and risk management

Pegasus strives to provide a safe and supportive environment for participants, volunteers and staff. Safety and risk management is the responsibility of all participants. Participants have a responsibility to notify staff of any safety issues that come to their attention.

- Whilst our horses are well trained, they are living creatures and by nature can be unpredictable.
- Please observe all signs and instructions whilst at Pegasus, these are there for your safety.
- All non-riding children must be supervised by an accompanying adult whilst on the property. Coaches are only able to supervise participants during their lesson.
- Participants should wear long comfortable pants, a shirt that protects the shoulders and neck from the sun, smooth-soled shoes (riding boots & helmets are available for loan at Pegasus) and sunscreen. Loose clothing and jewelry should be removed or fastened to avoid flapping.

## Feedback, complaints and disputes

Feedback, complaints and disputes can be raised with your coach or the Executive General Manager Matt Watson on [matt.watson@pegasusact.com.au](mailto:matt.watson@pegasusact.com.au) or 02 62549190.

## Contacts

119 Drake Brockman Drive Holt 2615

Phone 02 6254 9190 or emailing: [admin@pegasusact.com.au](mailto:admin@pegasusact.com.au)

- Executive General Manager – Matthew Watson - [matt.watson@pegasusact.com.au](mailto:matt.watson@pegasusact.com.au)
- Program & Volunteer Coordinator – Janelle Patten - [programs@pegasusact.com.au](mailto:programs@pegasusact.com.au)
- Administration Officer - Chai Jaiyai - [admin@pegasusact.com.au](mailto:admin@pegasusact.com.au)

## Pegasus Fee Structure for 2020

Session type	Session length	NDIS Support Item Number	Cost per session	Explanatory
<b>Participant Registration</b>	NA	NA	\$100 per calendar year	Riding for the Disabled Australia (RDAA) membership for personal accident insurance for Participants.
<b>Mounted Group weekdays</b>	60 Minutes	04_104_0125_6_1	<b>\$72.85</b> <i>\$52.85 is claimable from NDIS if included in your plan</i>	Includes horse, coach and volunteer support personnel. 45 mins actual mounting and riding time. Participants to arrive 15 mins before class start time to get ready. Approx. 1-hour total lesson time.
<b>Mounted Private weekdays</b>	30 Minutes	04_104_0125_6_1	<b>\$72.85</b> <i>\$52.85 is claimable from NDIS if included in your plan</i>	Includes horse, coach and volunteer support personnel. 30 mins actual mounting and riding time. Participants to arrive 15 mins before class start time to get ready. Approx. 45 mins total lesson time.
<b>Unmounted Group weekdays</b>	60 Minutes	04_104_0125_6_1	<b>\$72.85</b> <i>\$52.85 is claimable from NDIS if included in your plan</i>	Includes horse, coach and volunteer support personnel. 45 mins actual class time. Participants to arrive 15 mins before class start time to get ready. Approx. 1-hour total lesson time.
<b>Unmounted Private weekdays</b>	30 Minutes	04_104_0125_6_1	<b>\$72.85</b> <i>\$52.85 is claimable from NDIS if included in your plan</i>	Includes horse, coach and volunteer support personnel. 45 mins actual class time. Participants to arrive 15 mins before class start time to get ready. Approx. 1-hour total lesson time.
<b>Hippotherapy</b>	30 Minutes	04_104_0125_6_1	<b>\$72.85</b> <i>\$52.85 is claimable from NDIS if included in your plan</i>	Includes horse, coach and volunteer support personnel. 30 mins actual mounting and riding time. Participants to arrive 15 mins before class start time to get ready. Approx. 45 mins total lesson time. Please note the therapist charges are separate to Pegasus Charges and you will need to be Quoted directly from the Therapist.
<b>Mounted Group Saturdays</b>	60 Minutes	04_105_0125_6_1	<b>\$92.69</b> <i>\$72.69 is claimable from NDIS if included in your plan</i>	Includes horse, coach and volunteer support personnel. 45 mins actual mounting and riding time. Participants to arrive 15 mins before class start time to get ready. Approx. 1-hour total lesson time.
<b>Mounted Private Saturdays</b>	30 Minutes	04_105_0125_6_1	<b>\$92.69</b> <i>\$72.69 is claimable from NDIS if included in your plan</i>	Includes horse, coach and volunteer support personnel. 30 mins actual mounting and riding time. Participants to arrive 15 mins before class start time to get ready. Approx. 45 mins total lesson time.
<b>Un Mounted Group Saturdays</b>	60 Minutes	04_105_0125_6_1	<b>\$92.69</b> <i>\$72.69 is claimable from NDIS if included in your plan</i>	Includes horse, coach and volunteer support personnel. 45 mins actual class time. Participants to arrive 15 mins before class start time to get ready. Approx. 1-hour total lesson time.

## NDIA Support Catalogue 2019 – 2020 NDIS Price Guide

Reg group number	Reg group name	Support category number	Support category name	Support item number	Support item name	Support item Description	National Non-Remote (MM1-5)
0125	Participation in Community, Social & Civic Activities	4	Assistance with social and community participation	04_104_0125_6_1	Access Community, Social & Rec Activities – Standard Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational; activities	\$52.85
0125	Participation in Community, Social & Civic Activities	4	Assistance with social and community participation	04_105_0125_6_1	Access Community, Social & Rec Activities – Standard Saturday	Provision of support to enable a participant to engage in community, social and/or recreational; activities	\$72.69