



# SERVICE DOG TRAINING

## SDT CONDITIONS AND POLICIES

### OUR AIM:

Service Dog Training is a not for profit organisation which teaches the physically disabled and those with autism spectrum challenges or other mental issues *how to train their own dog to become a service / assistance dog* using the well tried training programme (over 20 years already in use) called TOP DOG USA as our base framework.

We aim to assist as many people as possible in obtaining self-reliance and freedom, using these programs.

### NOT FOR PROFIT APPROACH:

Hans, the founder of Service Dog Training makes his time available at minimal cost (cost recovery basis only) on an ongoing basis, at pre-arranged and agreed dates, location and times.

Service Dog Training is '*not for profit*' with a *cost recovery only* on our TOP DOG USA products, any equipment and / or our travel time. All costs are pre-advised and pre-agreed. To minimise costs, we recommend that training sessions take place in Burwood, where our training facilities have wheelchair access, and Burwood Village where lots of local businesses have wheelchair access and are very supportive of our efforts.

### TRAINING APPROACH:

Like the TOP DOG USA program we also follow the philosophy of positive reinforcement training. Where appropriate, we may make recommendations on using some of our produced materials, allowing for easier learning.

To achieve the best outcome, we may make recommendations on training equipment, assisting the best possible partnership between client and dog [hereafter called Team]. Any equipment will be sold at greatly reduced rates, in line with our not-for-profit approach and may include any discount extended by our suppliers.

### TRAINING MATERIALS:

The TOP DOG USA Teamwork I & II workbooks and DVD's are our main training tools which clients are *strongly recommended* to purchase at cost – in accordance with our TOP DOG USA agreement. Cost may vary through fluctuations in exchange rates and inflation. The actual cost appears on our website to which up to \$15 Express Postage needs adding.

Whilst there are additional handouts for the training sessions, the TOP DOG USA materials are vital to complete the programme successfully.

#### SERVICE DOG TRAINING

21 Sixth Ave Burwood Vic. 3125

Tel: 03 9889 8555 or Mobile: 0419 340 325

[www.servicedogtraining.com.au](http://www.servicedogtraining.com.au) Email: [info@servicedogtraining.com.au](mailto:info@servicedogtraining.com.au)

A division of K9Coach Pty Ltd ABN 57 324 817 560

## **CLASS ATTENDANCE:**

Training materials may be purchased from our on-line shop. Please follow the prompts. However, attendance of training sessions in Burwood will create a learning environment with a positive interchange of ideas, as well as support with training.

You recommend enrolment for an Induction session before starting the Practical Programme. The Induction Programme includes learning about your friend, and partner, understanding how dogs think, behave and how to get the best from them. Sessions may include presentations and handouts for you to review. Induction classes have a small fee to cover administration costs only.

We are investigating other ways of presenting the Induction such as via Skype or through DVD or One-Line. Further details are being worked on.

The Induction Programme is fundamental in ensuring a positive outcome for The Team in the Practical programme and therefore you will need to attend *all* sessions.

## **FINANCIAL COMMITMENT TO ATTEND TRAINING:**

A minimum purchase is the 4 TOP DOG training materials, and the Enrolment Administration fee. There *may be* a need to purchase any equipment recommended.

Our training sessions are charged on a cost recovery basis – and after a few years for FREE services, we have had to revise this, due to lack of commitment to the cause, late cancellations, no shows etc. This lack of respect we experienced quite a few times, and we have 'learnt the hard way' that FREE HAS NO VALUE.

Per 12 / 2011 we will charge \$25 per hour for our time, and attendance at training sessions held either at our Burwood premises and/or the Burwood Shops. Other locations will include an additional travel costs, which is time and distance based.

Should there be a no-show; the fee will be charged to the client at any next visit. Late cancellations (less than 12 hours) will also incur a cancellation fee equal to the hourly fee applicable for the time booked, unless unforeseen circumstances like sickness etc.

Training arrangements are agreed with teams on set time / date to offer continuity – and 5 sessions may be bought and paid for in advance for \$110.00 or a 10%+ discount.

NB: All prices are in Australian Dollars, incl. GST where applicable and whilst they are valid for 2012 they are subject to change without notice. However, once a price is confirmed it will *not be increased*.

## **TRAINING ASSISTANCE:**

Training will generally take place on Monday (public holidays excepted), between the hours of 2 - 4 pm. Ideally all clients should attend from 2 pm onwards, and depending

### **SERVICE DOG TRAINING**

21 Sixth Ave Burwood Vic. 3125

Tel: 03 9889 8555 or Mobile: 0419 340 325

[www.servicedogtraining.com.au](http://www.servicedogtraining.com.au) Email: [info@servicedogtraining.com.au](mailto:info@servicedogtraining.com.au)

A division of K9Coach Pty Ltd ABN 57 324 817 560

the client's needs the training session may go for up to one hour. Individual training needs may be addressed outside these hours as we jointly agree.

As the organisation develops voluntary *Training Assistants* become available to work with the designated team and assist individuals in achieving their personal goals and training outcomes. The *Training Assistants* will have followed a training programme to assist and tailor their support to your specific needs.

### **TRAINING ASSISTANTS:**

On a voluntary basis, we are seeking people with a great affinity with people and dogs, willing to do a basic training programme to assist Teams achieve specific training needs and support them on a more personal basis, which may involve visits to the Team outside the class environment. The *Training Assistant* will be like a personal 'trainer' and supplies physical and mental support and encouragement.

Until Service Dog Training has developed, and grown, *Training Assistants* may not be accessible, however all will be done to get volunteer support as quickly as possible.

### **TRAINING PROGRAMME:**

In line with the TOP DOG guidelines, our training programme may take *up to two years to complete*. There is no rush and not everything in the programme applies to all. However, no Team should proceed in training assistance / service dog issues until a *basic obedience level has been successfully obtained*.

This may take the first year or even less and should be discussed and reviewed with your trainer. Some will achieve this level easier and quicker – but no team should advance to personal assistance until the level is reached, so as not to compromise that the dog's learning. Skills will vary accordingly – as determined by the client / dog team's needs.

### **LIABILITY ISSUES:**

Whilst Service Dog Training will take every care possible, each client will be asked to sign a covenant that limits the liability for Service Dog Training, whilst at our premises. The covenant also releases any assigned *Training Assistant* from any public liability issues whilst working with you. The covenant will be presented as part of the enrolment procedure and is available on request from the office.

### **APPLICATION FORM:**

Those wishing to partake in the Service Dog Training programme or parts of the programme will be asked to complete a 'Client Application' form and return it with the small non-refundable administration fee (as at 2/09 \$50.00).

This form asks for information, which allows Service Dog Training to evaluate where it can be off assistance to ensure a positive outcome. Service Dog Training reserves the right to refuse any application that it believes is outside its skills and scope or where specialist assistance is required which is not currently accessible.

#### **SERVICE DOG TRAINING**

21 Sixth Ave Burwood Vic. 3125

Tel: 03 9889 8555 or Mobile: 0419 340 325

[www.servicedogtraining.com.au](http://www.servicedogtraining.com.au) Email: [info@servicedogtraining.com.au](mailto:info@servicedogtraining.com.au)

A division of K9Coach Pty Ltd ABN 57 324 817 560

## **LETTER OF AGREEMENT:**

A letter of agreement will need to be signed between the successful applicant and Service Dog Training, which explains the mutual commitment in a transparent and easy to understand manner. The letter will be personalised to reflect each individual case and situation. Most common elements of the agreement will include:

- Time commitment made
- Financial commitment made
- Acceptance of the conditions of attendance
- Agreement to covenant of liability
- The rules and requirements of Service Dog Training whilst in training

## **PRIVACY POLICY:**

Service Dog Training, a trading division of K9Coach Pty Ltd (ABN 57 324 817 560) will respect your privacy at all times as outlined in the relevant legislation and our privacy policy (please visit: <http://www.k9coach.com.au/privacy.html>). Obviously information will only be available to Service Dog Training staff, management and /or volunteers that may need to access this information to be able to assist you and your dog team.

## **PAYMENT OF FEES / COSTS:**

As a trading division of K9Coach Pty Ltd, Service Dog Training will use the payment facilities already in place for K9Coach.

This includes accessing tailored and secure online facilities using the secure Pay Pal link: <http://www.k9coach.com.au/payments.html>.

Alternatively, payments may be via cheque or money order mailed and *made out to K9Coach* as payee. Funds can also be transferred electronically, contact our office for the details.

## **CANCELLATION OF CLASSES / APPOINTMENTS:**

As a common courtesy both parties are expected to advise each other of any change of plans. We will use email and/or SMS to communicate to clients as this allows for easy data retrieval and safe communication. Please advise if you wish us to contact you in any other way.

As professionals we will give you as much advanced notice as possible should a session time / location be changed or postponed or cancelled.

## **EVALUATIONS / TESTS / ASSESSMENTS:**

You may be asked at the beginning of your arrangement with us to complete an evaluation to discover relevant information about you and your dog, your previous

### **SERVICE DOG TRAINING**

21 Sixth Ave Burwood Vic. 3125

Tel: 03 9889 8555 or Mobile: 0419 340 325

[www.servicedogtraining.com.au](http://www.servicedogtraining.com.au) Email: [info@servicedogtraining.com.au](mailto:info@servicedogtraining.com.au)

A division of K9Coach Pty Ltd ABN 57 324 817 560

experiences with training etc. This information will be kept on your file, either in electronic format and/or hard copy.

Evaluations / assessments will be made on an ongoing basis as part of our commitment to you – assessments help determine what still needs doing to obtain your end goal. Assessment will be informal unless advised differently.

Towards the completion of the programme, the number of assessments will be increased to test skills and to gather sufficient, valid evidence to support assistance / service dog status.

You will always be aware and informed in advance should any testing be done. We have a 'NO surprises' policy –the most appropriate learning approach.

**SERVICE DOG TRAINING**

21 Sixth Ave Burwood Vic. 3125

Tel: 03 9889 8555 or Mobile: 0419 340 325

[www.servicedogtraining.com.au](http://www.servicedogtraining.com.au) Email: [info@servicedogtraining.com.au](mailto:info@servicedogtraining.com.au)

A division of K9Coach Pty Ltd ABN 57 324 817 560