



SYDNEY PET WHISPERER
office: 02 8317 3038

PDF-SA / Service Agreement

Page 1. **Index page**

Page 2. **Index page (cont.)**

Part A

Dog handlers' to complete Service Agreement, lodge through website page titled 'Agreement & Forms' under section titled 'Agreement & Form Lodgement Below'

Page 3. **Section 1. SPW Service Delivery Policies**

- a. Confidentiality Agreement Clause
- b. Payment
- c. Cancellation
- d. Refund
- e. SPW service delivery 'Duty of care'
- f. Dog handlers' declaration

Page 4. **Section 2. Details about the dog & their handler**

- a. Dog handlers details
- b. Alternative contact details in case of emergency
- c. Dog details

Page 5 & 6 **Section 3. Questionnaire about your dog's behaviours**
Dog handler to complete

Page 7. **Section 4. Health assessment of companion dog (domestic / family)**

- a. Behavioural assessment comprises of
- b. Vet Health Check
- c. Dog Handlers Declaration

.....
Dog handlers' signature

_____ / _____ / 20 ____
Date

PDF-SA / Service Agreement

Part B

To be completed by assistance dog handlers'

Assistance dog handlers' to complete Part A & B of Service Agreement, lodge through website page titled 'Agreement & Forms' under section titled 'Agreement & Form Lodgement Below'

SPW self-trained assistance dog accreditation program stages & costs (cont.)

- Page 8. Section 5. Stage 1. Assistance Dog Accreditation Application**
- Government required health & behavioural assessment of assistance dog**
- a. Behavioural assessment
 - b. Vet Health Check
 - c. Dog Handlers Declaration
- Government required medical practitioners health assessment of the dog handler**
- a. Medical Health Check
- Page 9. Section 5. Stage 2. Assistance Dog Training Begins**
- Stage 3. Mini-Queensland Public Access Test (PAT)**
- Stage 4. 4-months Queensland PAT**
+ Assistance dog assistive tasks training begins
- Page 10. Section 5. Stage 5. 8-months Queensland PAT**
+ Assessment of assistance dog assistive tasks
- Stage 4. 12-months Queensland PAT**
1st Annual PAT
+ Assessment of assistance dog assistive tasks
- Page 10. Section 6. SPW self-trained assistance dog accreditation program stages & costs**
+ Assistance Dog Accreditation Program Subsidy Support

.....
Dog handlers' signature

____ / ____ / 20 ____
Date

Part A

Dog handlers' to complete Service Agreement, lodge through website page titled 'Agreement & Forms' under section titled 'Agreement & Form Lodgement Below'

Section 1. SPW Service Delivery Policies

a. Confidentiality Agreement Clause

- I. SPW may print and supply a dog handler with 'training notes'
- II. SPW may grant a dog handler access to SPW website private page material for the purpose of self-training themselves & their dog
- III. dog handler agrees not to share any printed material &/or dog handlers' access to SPW website private page material with another person &/or business
- IV. dog handler is found of breaching points I, ii or iii,
 - dog handler private page access will be terminated
 - SPW will begin legal action

We appreciate your co-operation, as training material has been developed over 20-years of training and production of professional videos was costly. Thank you

b. Payment Policy

Companion Dog (domestic / family)

- 50% deposit of the total cost of service at time of booking as SPW has very limited positions
- remaining 50% is due 48-hours before service is due to be delivered
- full payment is required for access to SPW website private page material

Self-trained assistance dog

- full payment is required before each stage commences &/or assessment of PAT Video Assessment Tasks

c. Cancellation Policy

- cancellation of service notice period is 24-hours before service is due to be delivered

d. Refund Policy

- a business credit will be issued when a client cancels any SPW service within the cancellation policy terms
- SPW business credit can be use on any SPW service for up-to 12-months
- at the discretion of business owner and under exceptional circumstances the business owner may issue a business credit when outside the cancellation policy terms

e. 'Duty of care' Policy

SPW will take exceptional care of your dog during either your family dog

- daily road safety training walk & play
- doggie day care
- doggie air B&B stay

f. Dog Handlers Declaration

- I accept the responsibility of my dogs actions when playing with peers
- I accept the responsibility of my dogs actions when in an off-leash park
- I accept responsibility of my dogs action when in the care of SPW trainer & walker &/or SPW carer, knowing my dog is getting the very best care
- I allow SPW trainer & walker &/or SPW carer to have my dog off the lead when playing in a park? Yes No
- I allow SPW trainer & walker &/or SPW carer to train my dog to walk off-leash where safe? Yes No

.....
Dog handlers' signature

_____ / _____ / 20____
Date

Section 2. Details about the dog handler & their dog

Dog handler to complete and lodge signed service agreement through 'Agreement & Forms' section of this website.

a. Dog handlers details

Please circle one: Mr Mrs Miss Prefer not to say

Surname: _____

First Name: _____

Address: _____

Suburb: _____

State or Territory: _____

Post code: _____

Contact number: _____

Email address: _____

.....

b. Emergency contact details

Emergency contact name: _____

Emergency contact number: _____

.....

c. Dog Details

Dog name: _____

Sex: Please circle one: Male Female

Breed: _____

De-sexed: Please circle one: Yes No

Australian assistance dog must be de-sexed.

Date of birth: _____ / _____ / 20 _____

.....
Dog handlers' signature

_____ / _____ / 20 _____
Date



Section 3. Questionnaire to be completed by dog handler about their dog's behaviours

A. Family dog behavioural assessment

- government requires a behavioural assessment of family dog to ensure safety of all dogs in SPW care
- questionnaire and one-off 15-minute 'face to face' behavioural assessment of the family dog must be completed before any service is delivered to a family dog

B. Assistance dog behavioural assessment

- assessing the behaviours of the assistance dog to gain access into Australian public areas

1. Social Behaviours

Circle the answer that best describes your dog's social traits?

	<u>At human</u>		<u>At peers</u>		<u>At bikes or skateboards</u>	
1. Growls:	Yes	No	Yes	No	Yes	No
2. Bits:	Yes	No	Yes	No	Yes	No
3. Raises their hackles:	Yes	No	Yes	No	Yes	No
4. Does your dog jump up on humans when greeting them?			Yes	No		

2. Well-managed

Does your dog know the following basic commands?

	Yes	No	How many times do you give the command before your dog completes each command?		
1. Sit:	Yes	No	1st	2nd	3rd
2. Stay:	Yes	No	1st	2nd	3rd
3. Lay down:	Yes	No	1st	2nd	3rd
4. Come:	Yes	No	1st	2nd	3rd

5. Does your dog sit before crossing a road?	Yes	No		
6. Does your dog 'sit & stay' before crossing a road and undistracted by peers?	Yes	No		
7. Does your dog 'sit & stay' before crossing a road and undistracted by humans?	Yes	No		
8. Does your dog wait for dog handlers command before they attempt to cross a road?	Yes	No		

3. Public Places

4. Human Response

5. Dog Distraction

1. Does your dog sit out of the way of guests (not blocking pathway) when sitting in café?	Yes	No
2. Does your dog seek human attention when in a café?	Yes	No
3. Does your dog seek other dogs attention when in a café?	Yes	No
4. Does your dog seek human attention when walking on lead?	Yes	No
5. Does your dog seek peers attention when walking on lead?	Yes	No

6. Nosit distraction

1. Does your dog react to load noises from passing public passenger vehicles?	Yes	No
2. Does your dog react to load noises, bang a spoon in saucepan making a loud noise, do they react to the load noise by running away?	Yes	No

.....
Dog handlers' signature

_____/_____/20_____
Date

Section 3. Questionnaire to be completed by dog handler about their dog's behaviours (cont.)

7. Walk to Heel

- 1. Does your dog walk on a loose-lead, not pulling the dog handler forward? Yes No
- 2. If dog pulls on lead does your dog listens to command 'stop pulling' when given? Yes No
- 3. Does your dog stop within 3-seconds of giving command 'stop'? Yes No
- 4. Does your dog seek human attention when walking on lead by pulling the dog handler towards passing humans? Yes No
- 5. Does your dog seek peers attention when walking on lead by pulling the dog handler towards passing peers? Yes No

8. Toileting & Hygiene

9. Acceptable Toileting Routine

- 1. Does your dog toilet within your home? Yes No
- 2. Does your dog mark over the scent of other dogs? Yes No
- 3. Do you have a designated area for your dog to go to toilet?
a. backyard/courtyard b. off-leash park c. only toilet during walk

Other General Behaviours

Eating command behaviours

- 1. Does your dog rush to eat food before given command to eat? Yes No
- 2. Does your dog jump up when receiving treats? Yes No

Sleeping Routine

- 1. Where does your dog sleep? a. share dog handlers bed b. dogs own bed c. other _____
- 2. If the dog has own bed where does your dog sleep at night?
a. bedroom b. lounge Room c. outside d. bathroom e. other _____

Trust behaviour

- 1. Does your dog allow you to touch them anywhere? Yes No

House Behaviours

- 1. Does your dog bark when you leave the home? Yes No
- 2. Does your dog chew furniture? Yes No
- 3. Does your dog scratch at doors? Yes No

.....
Dog handlers' signature

_____ / _____ / 20 ____
Date

Part B

To be completed by assistance dog handlers' who are undertaking an Assistance Dog Accreditation Program through SPW

Assistance dog handler to complete Part A & B of 'Service Agreement' and lodge through SPW website page titled 'Agreement & Forms' and lodge through section titled 'Agreement & Form Lodgement Below'

Section 5. Stage 1. Assistance Dog Accreditation Application

Cost: No cost

Government required health & behavioural assessment of assistance dog

Under the Queensland Guide, Hearing, and Assistance dog ACT 2009 (hereafter) an assistance dog is required to undertake a VET Health Check ensuring the health of the dog when working in Australian public areas, this forms part of the Queensland Public Access Test (PAT) requirements for the dog to gain access into Australian Public Areas.

a. Behavioural assessment comprises of

- * dog handler to complete Part A. of 'Service Agreement'
- * assistance dog & their handler (owner) will hold either a 'video conference call' attend a 15-minute assessment at SPW, NSW Chippendale Office assessing the relationship between assistance dog & their handler

b. Vet Health Check

- * Vet to complete PART A & B of **PDF-Vet / Health Check Form** which can be found on SPW website page 'Agreements & Forms'
- * Vet to lodge completed **PDF-VET** through SPW website page 'Agreement & Forms' and lodge through section titled 'Agreement & Form Lodgement Below'

c. Dog Handlers Declaration

- * dog handler states their dog receives a tick, flea & worming treatment either monthly or 3-monthly

Government required medical practitioners health assessment of the dog handler

Under Queensland Guide, Hearing, and Assistance Dog Act 2009 (hereafter) the dog handler must have a medical condition in which an assistance dog would alleviate symptoms and only a medical practitioner can approve the dog handler to have an assistance dog. The medical health check is part of Queensland Public Access Test (PAT) requirements for the dog handler & their assistance dog to gain access into Australian public areas.

a. Medical Health Check

- * Medical practitioner to complete **PDF-Medical / Dog Handlers' Health Check Form** which can be found on SPW website page 'Agreements & Forms'
- * Medical practitioner to complete **PDF-Medical** through SPW website page 'Agreement & Forms' and lodge through section titled 'Agreement & Form Lodgement Below'

.....
Dog handlers' signature

____ / ____ / 20 ____
Date

Section 5. Stage 2. Assistance Dog Training Begins**Cost: \$640****Part 1. \$400**

SPW Training & Assessment Co-ordinator will supply the dog handler with access to SPW website private pages training material:

- PAT Training Videos
- PAT Training Manual

Part 2. \$240

SPW Training & Assessment Co-ordinator will organise a 'video conference call' or 'face to face' meeting with the dog handler & their assistance dog (**The Team**) held at SPW NSW, Chippendale office explaining how to use SPW PAT Training Videos & PAT Training Manual to achieve assistance dog accreditation.

Stage 3. Mini-Queensland Public Access Test (PAT)**Cost: \$335**

The Team will undertake a Mini-Queensland Public Access Test, video assessment tasks can be found under PAT Training Manual section of the website named **PDF 1. Mini Queensland PAT**

If **The Team** demonstrated a good understanding of the health and behavioural standard requirements to gain access into Australian public areas in their upload Mini-Queensland PAT video assessment tasks. SPW will issue the dog handler with an 'in-training' Australian Public Access Photo ID Card for 4-months, + SPW badging to be displayed on either side of the assistance dogs harness when working in Australian public areas.

Cost Break Down

- 1.5-2 hours assessment of dog handlers uploaded Mini Queensland PAT video assessment tasks, + complete Qld PAT assessment Form, + storage of videos \$240
- Australian Public Access Photo ID Card \$25
- Assistance dog harness badging \$70

Stage 4. 4-months Queensland PAT**+ Assistance dog assistive task training begins****Cost: \$265**

The Team will undertake a Queensland Public Access Test, video assessment tasks can be found under each section of the PAT Training Manual

If **The Team** demonstrates perfect health and behavioural standard requirements to gain access into Australian public areas in their upload PAT video assessment tasks. SPW will issue the dog handler with an 'in-training' Australian Public Access Photo ID Card for 4-months.

Cost Break Down

- 1.5-2 hours assessment of dog handlers uploaded Queensland PAT video assessment tasks, + complete Qld PAT assessment Form, + storage of videos \$240
- Australian Public Access Photo ID Card \$25

.....
Dog handlers' signature

_____/_____/20_____
Date

**Section 5. Stage 5. 8-months Queensland PAT
+ Assessment of assistance dog assistive tasks**

Cost: \$340

The Team will undertake a Queensland Public Access Test, video assessment tasks can be found under each section of section of the PAT Training Manual.

If **The Team** demonstrates perfect health and behavioural standard requirements to gain access into Australian public areas in their upload PAT video assessment tasks. SPW will issue the dog handler with an 'in-training' Australian Public Access Photo ID Card for 4-month.

Cost: Break Down

- 1.5-2 hours assessment of dog handlers uploaded Queensland PAT video assessment tasks,
+ complete Qld PAT assessment Form,
+ storage of videos \$240
- Australian Public Access Photo ID Card \$25
- Assessment of assistive tasks \$75

**Stage 6. 12-months
1st Annual PAT + Assessment of assistance dog assistive tasks**

Cost: \$340

The Team will undertake a Queensland Public Access Test, video assessment tasks can be found under each section of section of the PAT Training Manual found on website.

If **The Team** demonstrates perfect health and behavioural standard requirements to gain access into Australian public areas in their upload PAT video assessment tasks. SPW will issue the dog handler with an 'full' Australian Public Access Photo ID Card for 12-months.

Cost: Break Down

- 1.5-2 hours assessment of dog handlers uploaded Queensland PAT video assessment tasks,
+ complete Qld PAT assessment Form,
+ storage of videos \$240
- Australian Public Access Photo ID Card \$25
- Assessment of assistive tasks \$75

Section 6. Assistance Dog Accreditation Program Subsidy Support

If a dog handler only source income is a government paid benefit the dog handler can the apply to receive a 50% subsidy off all costs, this excludes NDIS clients or NDIS application pending.

The dog handler to supply the following information for assessing subsidy qualification:

- latest Centrelink Income Statement
- copy of bank statement showing last 3-months your government benefit was deposited

Declaration

The dog handler declares they are not a client of NDIS &/or not applied for NDIS in the last 12-months.

Please note: if the dog handler has given false testimony and is a NDIS client &/or applied for NDIS within the last 12-months (application pending) SPW will issue an invoice to the dog handler for total subsidy amount

.....
Dog handlers' signature

____ / ____ / 20 ____
Date