



RACING ANIMAL WELFARE GRANTS PROGRAM 2026-27 GUIDELINES

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Applications Open 9 March 2026

Guidelines

These guidelines contain information for Tasracing's grant program called the 'Racing Animal Welfare Grants Program 2026-27' (**RAWG Program**).

These Guidelines set out key information including:

- The eligibility and assessment criteria
- What purposes grant money can be used for
- How Tasracing considers and assesses grant applications
- How we notify applicants and enter into Grant Deeds with grantees
- Terms and Conditions for the application and grants process.

You should read and understand these Guidelines carefully before you fill out an application.

Definitions

Tasmanian Racing Animals –

- Tasmanian-bred greyhounds, or greyhounds domiciled for a minimum of six consecutive months in Tasmania or that have raced and retired in Tasmania.
- Thoroughbred or Standardbred horses that were bred for racing in Tasmania, irrespective of whether they made it to the track or training, OR Thoroughbred or Standardbred horses bred in alternative states but raced and retired in Tasmania.

1. About the Program

Tasracing's RAWG Program is a program which provides funding to eligible organisations to deliver animal welfare initiatives in Tasmania that align with the Tasracing priorities to support the welfare of Tasmanian Racing Animals during their racing careers and on transitioning from racing into new careers and homes.

1.1. Three categories of funding will be available (also refer to clause 4. (Eligible Projects) and clause 9. (Assessment Criteria):

a) Research

This category provides funding to established research organisations with suitable research credentials to conduct research on improving the health and/or welfare of participating or retired racing animals;

b) Facilities and Equipment

This category provides funding for facilities and equipment, including capital items, delivering a direct impact on the welfare of participating or retired Tasmanian Racing Animals;

c) Initiatives

This category provides funding for eligible activities and initiatives that contribute towards high-quality welfare outcomes for participating and /or retired Tasmanian Racing Animals.

2. Key Dates

Milestone	Date
Grant applications open	9 March 2026
Grant applications close	9 May 2026, 5.00pm (AEST)
Assessment period	18 May 2026 – 29 May 2026
Announcement of recipients	4 June 2026
Grant disbursement (from)	6 July 2026
Final acquittal due by	14 June 2027

3. Funding

3.1. Tasracing has allocated funds in its 2026/2027 budget to support the RAWG Program. A funding pool of up to \$100,000 is available under the Program for the grant year 2026/2027 as follows:

Category	Maximum per applicant	Notes
Research	Up to \$20,000	Only one Research grant awarded
Facilities & Equipment	Up to \$10,000	Multiple applicants funded
Initiatives	Up to \$5,000	Multiple applicants funded

3.2. The above Grant amounts can be requested to be used for allocation towards an initiative or project with a larger total budget. To be considered for contribution to a partially funded project, the Grant applicant will need to:

- a) Provide details of all co-contributor(s) to the project and provide copies or evidence of those co-funding agreements to Tasracing's satisfaction;
- b) Demonstrate the project model including the commitment and conditions of additional contributors. The Grantee has three (3) months from the date of being approved under Tasracing's RAWG Program to confirm and receive the additional funding from the co-contributors.
- c) If the Grantee does not meet the 3-month timeframe requirement under clause 2.2. b), the Grantee will forfeit the Grant, or if already in receipt, refund the Grant amount to Tasracing on request.

3.3. One (1) project per application will be accepted and up to three (3) separate applications will be permitted from any one eligible applicant from each of the three (3) grant categories.

You may apply for a grant for each of the 3 categories. You must fill out a separate grant application for each.

3.4. Funding will be prioritised for projects that:

- a) actively promote appropriate pathways of retirement for Tasmanian Racing Animals;
- b) stimulate demand for retired Tasmanian Racing Animals to maximise rehoming and retraining opportunities;
- c) maximise end-of-racing career opportunities for Tasmanian Racing Animals; and
- d) promote industry uptake in Tasmania of advances in racing animal training, health and welfare.

4. Eligibility Criteria – who is eligible?

Tasracing cannot consider your application if you do not satisfy all eligibility criteria. We cannot waive the eligibility criteria under any circumstances. Only eligible applications will proceed to the assessment stage. The Tasmanian Racing Animal Welfare Grants Selection Panel makes the final decision about whether an application meets the eligibility criteria and decisions will not be reviewed.

4.1. Applicants must be a current Tasmanian-based:

- a) registered not-for-profit organisation or charity;
- b) registered company or business (including sole traders) with an Australian Business Number (ABN) or
- c) entity with an Australian Company Number (ACN)

4.2. In order to be eligible for funding, applicants must meet additional eligibility criteria, including the following:

- a) have \$20 million public liability insurance cover at the time of the application (and agree to have valid insurance coverage throughout the term of the Grant Deed required to be entered into with Tasracing to receive funding);
- b) have appropriate insurance and workplace health and safety policies if required by Tasracing and meet any other requirements in accordance with the Grant Deed;
- c) have no debt owing to Tasracing; and not be insolvent or bankrupt, or intending to, or currently ceasing to carry on its operations.

4.3. Ineligible applicants

The following categories of applicants are ineligible for funding:

- a) government departments and agencies;
- b) applicants subject to current allegations of animal abuse or mistreatment, or have prior convictions or findings of animal cruelty or breaches of the rules of racing or laws relating to animal welfare recorded against them
- c) political organisations; and
- d) unincorporated entities.

5. Eligible Projects and Aims – What can the grant money be used for?

5.1. To be eligible, your project must fall within one of the below categories:

5.1.1. Research:

- a) Research or innovative practices that support the Purpose of this Grant. For example, research into novel practices that decrease the risk of injury to, or otherwise improves the welfare of, Tasmanian Racing Animals.

5.1.2. Facilities and Equipment: that directly benefits welfare during the lifecycle of Tasmanian Racing Animals. For example, but not limited to:

- a) New or upgraded equipment such as:
 - I. Off-The-Track (**OTT**) Equestrian competition jumps or dressage letters.
 - II. Greyhound equipment that benefits their preparation for retirement and rehoming.
- b) Other equipment that directly and specifically benefits Tasmanian Racing Animals as per the Purpose of this Grant.

5.1.3. Initiatives to enhance Tasmanian Racing Animal Welfare that contribute towards high-quality racing animal welfare outcomes. For example, but not limited to:

- a) Initiatives to stimulate demand for OTT Tasmanian Racing Animals.
- b) Funding OTT competition fees to increase participation.
- c) Training sessions and educational workshops on all aspects of racing animal welfare. This can include guest coaches or industry experts' stipends and associated expenses.
- d) Retraining workshops pre- or post-retirement for OTT Tasmanian Racing Animals to increase their rehomeability.
- e) Greyhound behavioural training to enhance rehomeability.
- f) Additional projects or activities addressing aspects of racing animal welfare in greyhounds or horses.

5.2. Ineligible projects:

1. Recurring site and operational cost, including maintenance activities.
2. Costs associated with the general recurring expenses of the Grantee organisations' or charities' business activities, such as wages, day to day operational costs, and business advertising costs.
3. Facilities/equipment related projects regarding permanent structures/fixtures that concern a property which the applicant does not have a proprietary interest in (applicant must lease or own the property).
4. Projects that:
 - do not relate to one of the categories outlined in clause 1.1(a) – (c);
 - do not have a direct focus and impact on the welfare of Tasmanian Racing Animals;

- that apply to wagering and racing activities;
- have start dates outside the timeframes set out in these guidelines;
- have a primary commercial purpose;
- have the primary objective of fundraising;
- do not have the required documentation and approvals (i.e., council development or landowner's approval).

6. Examples of Eligible Project activities and expenses

6.1. Activities and expenses which may be eligible may include, but are not limited to:

- eligible project advertising and marketing costs;
- equipment hire;
- venue hire;
- costs for services to ensure the welfare of the animal (e.g. worming, desexing, dental, vaccinations, microchipping, and general health and welfare veterinary costs);
- requests for capital items must demonstrate a direct impact on the welfare of Tasmanian Racing Animals, e.g. a float for retired racehorses – transport of animals to veterinary appointments;
- the purchase of capital items for exclusive use of the eligible organisation.

6.2. Activities and expenses which are **NOT** eligible for funding include:

- costs associated with the usual business of general operating expenses (e.g., electricity, lease/rent, telephone, rates, administration and salary/wages that are part of the organisation's ongoing expenses, vehicle capital purchase and ongoing maintenance costs);
- event catering;
- purchase of goods or services for competition prizes;
- purchase of alcohol;
- emergency repairs;
- maintenance activities;
- business related staff accredited study, training or university courses;
- mandatory or legislative training, registration and accreditation (e.g. first aid training, blue card applications);
- internet and website hosting expenses;
- business insurance, business accreditation; and
- debt payment.

7. RAWG Program Purpose:

7.1. The primary focus of the RAWG Program is to support and encourage high-quality animal welfare practices for Tasmanian Racing Animals throughout their racing lifecycle and into new careers and beyond.

8. Terms and Conditions

8.1. Applications

- 8.1.1.** Whilst it is not a requirement, it is highly recommended that you contact Tasracing to discuss your application and project prior to submission.
- 8.1.2.** Late applications will not be accepted.
- 8.1.3.** You must disclose all actual, potential, or perceived conflicts of interest, including where family members, employees or associates stand to receive financial or material benefit, on your application form.
- 8.1.4.** Applications which do not disclose conflicts of interest, including where the friends and family of the applicant and its members stand to financially benefit from a grant from Tasracing, will not be accepted.
- 8.1.5.** Where applications do disclose a conflict of interest, including where friends and family associated with the applicant stand to financially benefit, Tasracing will assess the information, and decide at its sole discretion whether the application will be accepted or not.
- 8.1.6.** Applications may be ineligible if you do not provide all the information and supporting documentation in your application.
- 8.1.7.** Tasracing reserves the right to part-fund projects. If your project cannot be completed without full funding from Tasracing, explain how your project will be funded to its completion via other funding sources.
- 8.1.8.** Applications will be ineligible if you do not provide any information requested by us by the due date.
- 8.1.9.** Tasracing is to be acknowledged as a sponsor in all relevant communications and co-branding is required wherever applicable.
- 8.1.10.** Tasracing reserves the right to update these terms and conditions at any time. Notice of such updates will be provided via SmartyGrants or email.
- 8.1.11.** Successful applicants must enter into a Grant Deed with Tasracing based on Tasracing's standard terms and conditions. A Grant Deed will be sent to successful applicants following notification in accordance with section 10 in these Guidelines.
- 8.1.12.** Tasracing must execute a grant deed with you before any payment can be made to you. 'Execute' means both you and Tasracing have signed the document. Tasracing is not responsible for any project expenditure until a grant deed is executed.

8.2. Grants period

- 7.2.1. As part of your approval, Tasracing will request, and you will accept, Tasracing's involvement in any media opportunities that may arise during the delivery of your project to promote community awareness of racing animal welfare initiatives.
- 7.2.2. All collateral utilising Tasracing and Off-The-Track or GAP logos and branding will require Tasracing's prior approval.
- 7.2.3. Any change in scope of an approved project must be submitted via the SmartyGrants online portal and approved by the Chief Veterinary & Animal Welfare Officer, before commencement of the project.
- 7.2.4. Successful applicants must submit an invoice for a Grant payment within three months from the date of notification.
- 7.2.5. Receipts are to be submitted to Tasracing for all grant's monies spent and unspent grant monies must be refunded to Tasracing.
- 7.2.6. Approved purchases with grant funds must be made on commercial terms, ensuring there are no conflicts of interest.
- 7.2.7. Successful applications will be monitored against project milestones to ensure outcomes are met and grant monies are spent as authorised.
- 7.2.8. Project milestone dates must be met. If milestones are not met to Tasracing's satisfaction, Tasracing reserves the right to end the Deed Agreement and recover any funds disbursed.
- 7.2.9. All grant funds must be acquitted within 8 weeks of the project's finish date, and before 14 June 2027.
- 7.2.10. Submitted applications and acquittal documents may be subject to disclosure under the Right to Information Act 2009, subject to any exemptions under that Act. Likewise, applicants may access information under the Right to Information Act 2009, subject to the exemptions under that Act.
- 7.2.11. During the project, the Grantees MUST:
 - a) Use the funding solely for the purposes outlined in the application approval.
 - b) Meet all relevant workplace health and safety requirements.
 - c) Obtain all necessary permits and approvals prior to the beginning of the project.
 - d) Maintain appropriate insurance covers for the duration of the funded project.
 - e) Ensure all employees (paid and volunteer), contractors and associated parties have the required skills and licences.
 - f) Ensure that the works are completed and acquitted by 14 June 2027.

8. How to Apply

8.1 Applicants are required to submit their application online via SmartyGrants:
<https://tasracing.smartygrants.com.au>

Before applying, read these guidelines fully.

- a) Applications MUST be supported by relevant details, such as any project overall budget, quotations, estimated time frames, risk and insurances.
- b) Attach to the Application all requested documentation including: a current audited financial statement, insurance certificates, GST status.
- c) Obtain your management committee's approval to submit the application.
- d) Disclose details of associations, peak body relationships and other affiliations.

8.2. Applicants applying for a Grant that will partially fund their project, should provide an overview of the entire project including other funding contributors and associated agreements. Refer to Funding in clause 2.2.

9. Assessment Process and Criteria

9.1 Assessment Process

- 9.1.1 All applications will be checked for eligibility.
- 9.1.2 The application and assessment process will be managed via the SmartyGrants portal, in order to maximise efficiency and ensure appropriate controls are applied at all stages.
- 9.1.3 Grant funding recommendations and decisions will be made by the Tasmanian Racing Animal Welfare Grants Selection Panel, made up of:
 - David Manshandan (Tasracing Chief Operating Officer)
 - Dr Martin Lenz (Tasracing Chief Veterinary & Animal Welfare Officer)
 - A non-Tasracing representative, with Animal Welfare experience
- 9.1.4 If any member of the Tasmanian Racing Animal Welfare Grants Selection Panel is unavailable or has a conflict of interest, and is not able to participate in the decision making process, the CEO will appoint a substitute member.

9.2 Program funding categories allocation:

- 9.2.1 Projects from all three (3) funding categories will be assessed by the panel against each other based on individual merit.

9.3 Assessment Criteria

The Tasmanian Racing Animal Welfare Grants Selection Panel will consider funding priorities outlined in Section 6. Eligible applications will be judged against the following criteria:

			Weighting
1	Benefit to welfare of Tasmanian racing animals during their life cycle	<ul style="list-style-type: none"> • Improve welfare outcomes • Increase awareness and stimulate demand for retired Tasmanian Racing Animals • Create opportunities for post racing careers and/or rehoming • Project outcomes or benefits will continue beyond the project. 	35%
2	Support Tasracing animal welfare outcomes	<ul style="list-style-type: none"> • Continue to extend scope of successful welfare initiatives and opportunities • Attract and retain racing animal welfare advocates in the community • Value for investment • Support innovation in best practice racing animal welfare outcomes • Alignment with Tasracing animal welfare, GAP and OTT values and mission statements, and commitment to be a positive contributor within the teams 	25%
3	Likelihood of successful and timely completion of project	<ul style="list-style-type: none"> • Project delivered by 14 June 2027 • Likelihood of council and relevant stakeholder approvals • Is the budget comprehensive, realistic and provides value for money • Capacity of organisation to undertake all aspects of the project execution and acquittal. <p>Organisational lead - The Applicant will nominate a representative for their organisation who will be the point of contact throughout the Grant's application, assessment, approval and completion process</p>	20%
4	Procurement and compliance	<ul style="list-style-type: none"> • Quality of application, provision of project or event plan and associated detail • Demonstrated financial need. • Demonstrated acceptable compliance eg: <ul style="list-style-type: none"> ○ Project / event to comply with current Australian Standards, regulations, laws and Tasmanian Workplace standards. ○ Project to be completed to a suitable standard and by suitably qualified contractors/suppliers ○ Risk management plan ○ All conflicts of interest disclosed 	20%

- 9.3.1 This round of Grant funding and associated criteria is conducted as a standalone round, and details of future grant funding rounds may be varied.
- 9.3.2 Meeting all the eligibility criteria will not necessarily guarantee Grant funding.
- 9.3.3 Applications will be assessed by the panel based on individual merit.
- 9.3.4 Tasracing reserves the right to:
 - a) award a part or the total of the Grant amounts applied for.
 - b) not award any, only a part, or the total of the Grant funding pool, if applications / projects are deemed to be of insufficient merit (as solely determined by the Tasmanian Racing Animal Welfare Grants Selection Panel).
- 9.3.5 The Tasmanian Racing Animal Welfare Grants Selection Panel will decide how much grant money each successful applicant receives at its sole discretion, and the Panel is not bound to award the maximum money available to the applicant under these Guidelines.

10 Notification

10.1 Notification Processes

- 10.1.1 All applicants will receive a SmartyGrants-generated email receipt acknowledging submission of an application.
- 10.1.2 Details of successful organisations and projects will be published on Tasracing's corporate website and in its Annual Report.
- 10.1.3 Applicants will receive notification advising selection outcomes, whether successful or unsuccessful via the email address provided in your application.
- 10.1.4 Failure to receive funding is not necessarily due to a poor standard of application but may be the result of competing demand for funds. Please contact Tasracing Animal Welfare team for feedback on your application.
- 10.1.5 There is no avenue for appealing the Selection Panel's decision. However, if there are concerns about the integrity of the process, a complaint may be lodged with Tasracing via Tasracing's Complaints Management and Procedures Policy and Complaints and Feedback Form. Both of these along with additional information is available on Tasracing's website [here](#).

10.2 Successful applicants

- 10.2.1 If your application is successful, Tasracing will advise you in writing with a letter shortly after the date on which successful applicants are announced. A Grant Deed will also be sent to each successful applicant to sign and return. You will be expected to adhere to Tasracing's **Code of Conduct, Tasracing Values**, and uphold a **position** as a Tasracing Ambassador.

As per section 7 of these Guidelines, money will not be provided by Tasracing until after a Grant Deed has been entered into and all other requirements under these Guidelines have been met.

- 10.2.2** If you are successful in receiving a grant, you must ensure that you:
- a) continue to remain in compliance with these Guidelines;
 - b) deliver the approved projects in accordance with the successful application;
 - c) comply with the terms and conditions as outlined within the Grant Deed and
 - d) fully acquit the grant to Tasracing as per key dates and as outlined within the Grant Deed.

10.2.3 Payments: The timing of any payment will be dependent on the nature of the project / timing of the event. Full or progress payments will be transferred by EFT. Payment can only be released after signing of the Deed of Agreement, and submission to Tasracing of a Tax Invoice.

10.3 Successful Applicants reporting and evaluation

10.3.1 Successful Grantees will be required to report:

- a) on the milestones as outlined in your application
- b) in absence of the above you should report to Tasracing on the 7 December 2026 and 1 March 2027
- c) the Final Acquittal on or before 14 June 2027. The final reporting of the project/event should:
 - Demonstrate how the funds were utilised.
 - Provide a reconciliation of the amount spent with the Grants amount received
 - Complete a Statement of Compliance declaring that the Grant has been spend in accordance with the Grant Application and agreed purpose of funding

10.3.2 The Grant will be audited by Tasracing on completion. Grantees may be required to provide additional information, if requested in an audit of the project.

11 Privacy – how Tasracing uses your information

11.1 Confidential Information – how we handle the information

11.1.1 We will treat the information you give us as sensitive and therefore confidential if it meets all of the following conditions:

- (a) You clearly identify the information as confidential and explain why we should treat it as confidential
- (b) The information is commercially sensitive
- (c) Disclosing the information would cause unreasonable harm to you or someone else
- (d) You provide the information with an understanding that it will stay confidential

11.2 Confidential Information – when we may disclose the information

11.2.1 We may disclose confidential information:

- (a) To external parties who sit on the Tasmanian Racing Animal Welfare Grants Selection Panel for the purpose of assessing your application;
- (b) To the Auditor-General (or private auditor), Ombudsman or Privacy Commissioner;
- (c) To the responsible Minister or Assistant Minister;
- (d) To a House or Committee of the Tasmanian Parliament;
- (e) If required or authorised by law to disclose it;
- (f) You agree to the information being disclosed; or
- (g) Someone other than us has made the confidential information public

11.3 Personal information – how we handle the information

11.3.1 We must treat your personal information according to the Australian Privacy Principles (APPs), the Privacy Act 1988 (Cth) and in accordance with the Personal Information Protection Act 2004 (Tas). This includes letting you know:

- (a) What personal information we collect
- (b) Why we collect your personal information
- (c) To whom we give your personal information.

11.3.2 We may give your personal information we collect from you to our employees and contractors, the Tasmanian Racing Animal Welfare Grants Selection Panel, and employees of the Tasmanian Government/Minister so we can:

- (a) Manage the RAWG Program;
- (b) Research, assess, monitor and analyse our programs and activities;
- (c) Announce (or so the Minister can announce) the names of the successful applicants to the public
- (d) Publish personal information on Tasracing's websites;
- (e) Publish personal information in Tasracing's future marketing materials throughout the world for the purpose of advertising and promoting Tasracing programs and initiatives without identification, nor further request for consent or compensation of any kind.

11.4 Personal information – further information about collection

You may read Tasracing’s Privacy Policy available on its website for more information on:

- (I) What is personal information
- (II) How we collect, use, disclose and store your personal information
- (III) How you can access and correct your personal information.

12 Contacts

Further information is available by contacting Tasracing Animal Welfare team via email at welfare@tasracing.com.au

The Grant Program guidelines will be published on Tasracing’s corporate website.

The application and the Acquittal for the Grant Program is available on tasracing.smartygrants.com.au/

Successful Grants will be communicated publicly on Tasracing’s corporate website.

Quick Check Table

Animal Health Research up to \$20K – must be a recognised research organisation and be able to obtain relevant ethics approval	
Examples of activities	General exclusions
Innovative research to improve racing animal welfare before, during, or after their racing career	Recurring site and operational maintenance activities.
Innovative research to promote industry uptake in Tasmania of advances in racing animal training, health and welfare	
Innovative research to reduce racing injury rates, increase racing career longevity etc.	
Facilities and Equipment up to \$10K	
Examples of equipment/facilities	General exclusions
OTT-branded competition jumps	Recurring site and operational maintenance activities.
Dressage competition course letters	
Greyhound rehoming institutions: new or upgrade of greyhound kennels, day yards, runs	Building, statutory or regulatory permits or fees.
Community Greyhound-specific exercise areas (fencing & signage)	Representations to Council, Building, planning or other regulatory permits or fees
Shelters and associated facilities to improve racehorse welfare	Costs associated with the general recurring expenses of the Grantee organisation or charities' activities, such as wages, operational costs, event advertising costs.
Cross Training equipment: poles, jumps	
Initiatives to enhance Racing Animal Welfare up to \$5K	
Example of activities	Excluded
OTT competition entry fees to increase participation	OTT competition prizes & ribbons (which are covered via OTT Sponsorship)
Additional one-off prizes for OTT competitions or activities	
Innovative activities or events that showcase OTTs that will increase demand	
Innovative activities or events that showcase Greyhounds and their desirability as domestic pets, that will increase demand	
Greyhound rehoming organisations funding to support Greyhound rehoming activities	Recurring business, operational or maintenance activities.
Transitioning Greyhound muzzle- free assessments or behavioral training	Building, statutory or regulatory permits or fees.
Training sessions and educational workshops on all aspects of welfare, retraining of post-racing Tasmanian Racing Animals. This can include guest coaches or industry experts' stipends and associated one off expenses such as accommodation and airfares.	

Exclusions

- Projects that do not have a direct focus and impact on the wellbeing of Tasmanian Racing Animals
- Projects that apply to wagering and racing activities.

PERSONAL INFORMATION PROTECTION STATEMENT

By completing and submitting your application you will be providing personal information to Tasracing Pty Ltd (Tasracing).

Tasracing will manage personal information you provide to it in accordance with the Personal Information Protection Act 2004 (Tas), other relevant laws which apply to Tasracing from time to time, and Tasracing's Privacy Policy.

A copy of Tasracing's Privacy Policy can be obtained from Tasracing or accessed at the following link - <https://tasracing.com.au/governance/privacy-policy>

Your personal information may be disclosed to third parties where it is permitted by law (or otherwise with your consent), including law enforcement agencies, courts and other organisations which are authorised to collect it.

Where you provide personal information which is "basic personal information" this may be disclosed to other public sector bodies where necessary, for the efficient storage and use of that information.

The personal information you provide in connection with your application will be used by Tasracing for the purpose of processing your application for a grant under Tasracing's 'Racing Animal Welfare Grants Program 2026-27'.

If you do not provide to Tasracing the personal information requested in the application progress the main consequences for you is likely to be that Tasracing may not be able to process your application and/or your application may be considered invalid.

You have the right to access your personal information by request to Tasracing and you may be charged a fee for this service. If you consider any of the personal information held by Tasracing to be incorrect or not up-to-date, please contact Tasracing.

Tasracing can be contacted in one of the ways set out on this website.