



Riding for the Disabled Association of Tasmania Inc.

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ABN 43 028 124 325

RIDING DEVELOPS ABILITY

June 2020 V1.2

RDA TASMANIA TERMS & CONDITIONS

RDA Centres in Tasmania comply under the rules and regulations of RDA Australia (RDAA) and RDA Tasmania (RDAT). In addition, the following policy applies within RDA Centres in Tasmania.

- All RDA Coaches are qualified and accredited, they will plan a comprehensive, well rounded equine related program to suit the needs and ability of each individual rider. This program may include both riding and non-riding activities.
- Each allocated session will be for 45 minutes. This includes time for gear check and adjustments, mounting and unmounting of the entire group, as well as any possible briefings or other incidentals.
- All volunteers are trained and accredited through the National competency-based training program and have a valid Working with Vulnerable People ('WWVP') card.
- All horses are accredited and receive regular schooling to suit the program.
- Generally, the RDA program operates during Tasmania's 4 school terms only (weekend or holiday program excluded if available). Sessions generally commence in the week following the start of term 1 and finish in the week prior to the end of term 4. RDA does not operate during school holidays (unless a holiday program is specifically offered). Centres will inform you of their schedule if different to above.
- Riders will have to commit for a minimum of one term. However, an annual program commitment is recommended for it to be of benefit to the rider and long-term goals can be achieved.

Riding for the Disabled Association Tasmania Inc. responsibilities:

- Provide the service in accordance with RDA's policies and procedures.
- Being ethical, fair and honest in all dealings with you.
- Explaining things clearly to you and/or your carer/representative.
- Treating you politely and with respect.
- Including you in decisions about your support requirements.
- Letting you know what to do if you have feedback, issues, or a complaint.
- Listening to your feedback and resolving issues quickly.
- Informing you if RDA wants to end the service.
- Ensuring your information is correct and up to date in consultation with you.
- Storing and protecting your confidential information.
- Complying with all relevant rules and regulations in accordance with RDA's policies and procedures and other legislative requirements.
- Providing you with regular invoices (not applicable for NDIA managed riders).

Participants' responsibilities:

- Filling out all the required forms and paying all required fees prior to commencement of the program each year.
- Signing in- and out of the sign-in book each visit on arrival and departure. This book is located in the clubhouse* and requires the rider's name, arrival and departure time, as well as that of their parent/carer and/or anyone else accompanying the rider. (* or alternative location as determined by each Centre)
- Informing your coach about the supports that you require, and how you want to receive them.
- Being polite and respectful to the volunteers who work with you.
- Informing RDA if you have any feedback, issues, or complaints.
- Informing your coach if you can't attend your booked session as soon as practical. Preferably no later than 3pm the day prior to your lesson. After that time cancellation fees apply.
- Informing RDA immediately if you want to end your place in the program – 4 weeks' notice time applies.
- Informing RDA if there are any changes, including your NDIS plan changes or if you start or stop using the NDIS.
- Signing a NDIS Service Agreement if on NDIS.
- Access to the riding arena, stables, tack-up area and paddocks is restricted to RDA personnel; however, a rider may access certain areas when accompanied by a coach or assigned volunteer.

RDA Tasmania Patron
Her Excellency Professor
the Honourable Kate Warner, AC,
Governor of Tasmania

RDA Tasmania Ambassador
Rachael Treasure
Author, mother, regenerative
agriculturalist and a lover of life

A voluntary non-profit organisation providing activities for people with disabilities. Donations of \$2.00 or more are tax deductible.

Payment:

- RDA will seek payment for the provision of the service.
- Annual rider registration must be paid and forms filled in prior to commencement each calendar year.
- The costs of each session will be the same for all Tasmanian Centres and will be set at the start of each year and communicated to you prior to commencement of the program. It will be invoiced regularly (usually each month) in advance. RDA requires these invoices to be paid within seven (7) business days upon receipt.
- RDA charges in accordance with the NDIS pricing guidelines. Please be aware that these rates may change 1st January and/or 1st July each year. RDA will charge in accordance with these rate changes.
- If you are unable to attend your session and have not informed your coach before 3pm the day prior to attending your session, RDA will charge 90% of the session fee.
- No fee will be claimed if the session is cancelled by RDA or sufficient notice has been given.
- In the case of cancellation by RDA or if sufficient notice has been given, the session fee will show as a credit on the next invoice.
- Should a rider fail to meet our payment policy, their place in the program will be offered to another rider on the waiting list.

Rider Sponsorship Program

- The RDA program should not be denied on the basis of financial hardship. Riders experiencing financial hardship or riders on a health-care or concession card, can request a sponsorship form from the Centre Secretary or RDA Tasmania.
- Sponsorship applications, for eligible riders, should be submitted to the Centre Secretary at least 5 weeks in advance to enable the request to be considered at the first committee meeting following receipt of the application.
- Each committee Member shall cast a vote in favour or against each application during the Committee Meeting.

Feedback/Complaint/Disputes

- Riding for the Disabled Association Tasmania Inc. encourages you to provide feedback – please ask us for our feedback form, which is also available on our website (<https://www.rdatas.org.au/feedback>).
- If you have a complaint, please talk to any coach or committee member at your centre or the state office. The RDA Tasmania Complaints Management and Resolution Policy and Procedure and RDA National Member Protection Policy are available on our website (<https://www.rdatas.org.au/complaints>), as well as the contact details for our Member Protection Information Officer (MPIO). This information is also available on request from the State Office (0429 943 247).
- You also have the right to take a complaint to an external agency like the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission (1800 035 544 / <https://www.ndiscommission.gov.au/about/complaints>) or Equal Opportunity Tasmania (1300 305 062 / <https://equalopportunity.tas.gov.au/complaints>).

Policies, procedures and constitution

- All riders are bound by the RDAA, RDAT and Centre constitutions as well as policies and procedures.
- Policies, procedures and the constitution and By-Laws are available on our website or on request. These include the Member Protection Policy, Privacy Statement, Media Policy, Sunsmart Policy, Grievance Procedure, Complaints Management and Resolution Policy and Procedure, Incident Management Policy and Procedure, Concussion Statement, Inclusion Policy, Child Safe Code of Behaviour and Working With Vulnerable People Policy. (<https://www.rdatas.org.au/policies-and-procedures>)

Ending the Service Agreement

- Should either party require the RDA service to end, at least 4 weeks' notice in writing needs to be provided. If either party seriously breaches this policy, then the requirement of notice will be waived.
- Places in the program are limited and a rider failing to attend on a regular basis, with or without giving notice, may be strongly encouraged to offer their place to another rider on the waiting list. The Coach's decision will be final.
- For long term cancellations due to medical reasons (including personal or family circumstances on rare occasions) a request may be made to the committee in writing to hold their place in the program for either a full or discounted holding fee (at the committee's discretion). A medical certificate will need to be provided.
- A rider failing to cancel 3 consecutive lessons (no-show, without prior notification) will lose their place in the program without requirement of notice.
- Annual Rider Registration fee cannot be refunded, as this is a National fee covering the rider's insurance.

