



Riding for the Disabled Association of Tasmania Inc.

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RIDING DEVELOPS ABILITY

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RDA TASMANIA TERMS & CONDITIONS

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

General

- 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 participant. This program may include both, riding and non-riding activities.
- Each allocated session will be 45 minutes. This includes time for gear check and adjustments, mounting and dismounting of the entire group, as well as any possible briefings or other incidentals.
- It will be at the discretion of the Centre how many sessions will be conducted each year. Generally, the RDA program is delivered during school terms only (typically this means 38 - 40 sessions each calendar year).
- Generally, the RDA program operates during Tasmania's four (4) school terms (weekend or holiday program excluded if available). Sessions generally commence in the week of, or following the start of term 1 and finish in the week of, or the week prior to the end of term 4. RDA currently does not operate during weekends or school holidays (unless a holiday program is offered). The Coach will inform you if an alternative schedule applies.
- All volunteers are trained and accredited through the National competency-based training program and have a valid Registration to Work with Vulnerable People (RWVP) card with NDIS endorsement.
- All horses are accredited and receive relevant schooling to suit the program.
- Participants will have to commit for a minimum of one (1) term. However, an annual program commitment is recommended for participants to receive the full benefit of the program.

Responsibilities of RDA Tasmania

- To provide the service in accordance with RDA's policies and procedures.
- To be ethical, fair and honest in all dealings with you.
- To explain things clearly to you and/or your carer/representative.
- To treat you politely and with respect.
- To include you in decisions about your support requirements.
- To let you know what to do if you have feedback, issues, or a complaint.
- To listen to your feedback and resolve issues quickly.
- To inform you if RDAT wants to end the service agreement.
- To ensure your information is correct and up to date in consultation with you.
- To store and protect your confidential information in accordance with all relevant legislation (including the *Privacy Act 1988* (Cth))
- To comply with all relevant rules and regulations in accordance with RDA's policies and procedures and other legislative requirements.
- To provide you with regular invoices.
- To regularly review and update this Agreement.

RDA Tasmania Patron
Her Excellency the Honourable
Barbara Baker, 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.

Participant's responsibilities

- To complete all required documents and pay all fees prior to commencement of the program each year.
- To sign in- and out of the sign-in register each visit on arrival and departure. This register is located in the clubhouse* and requires the date, participant's name, signature, arrival and departure time, as well as that of their parent/carer and/or anyone else accompanying the participant. (** or alternative location as determined by the Centre*)
- To inform your Coach about the supports you require, and how you would like to receive them.
- To be polite and respectful to the volunteers and staff who work with you and other participants.
- To inform RDA if you have any feedback, issues, or complaints.
- To inform your Coach if you are unable to attend your booked session as soon as practical. Please refer to our cancellation policy below.
- To inform RDA immediately if you want to end your place in the program – four (4) weeks' notice applies. Please refer to our cancellation policy below.
- To inform RDA of any changes, these include contact details and/or billing details.
- To not access the riding arena, stables, tack-up area and/or paddocks unless invited and accompanied by a Coach or authorised volunteer.

Weight limits participant

- RDA horses often experience more (physical) stress due to unbalanced and/or fidgety riders.
- To protect the ongoing health and wellbeing of the RDA horses, and in turn the safety of participants and volunteers, each horse has its own rider weight limit, which gets re-assessed regularly to ensure the horse's ongoing health and well-being.
- By participating in the program and signing this service agreement, you consent to be weighed a minimum of twice each calendar year to assist with the horses' health and well-being. This will generally occur at the beginning of term one (1) and the end of term two (2)/beginning of term three (3) with the aim being to ensure the participant is still suitably matched with the horse(s) they usually ride or are available.
- If a riding participant exceeds the rider weight limit for the horse they usually ride or which is available for them, RDA will endeavour to find a possible alternative solution, which may include a different horse and/or session (if available) or an unmounted program (if available). Sadly, in some instances, it may be that there is no longer a suitable place in the program for the participant.
- As this risk-management procedure is crucial for protecting the health and wellbeing of our horses, other participants, staff and volunteers, no leniency will be provided in respect of this policy.
- Horses' rider weight limits are displayed above/near the sign-in register at the Centre.

Payment

- RDA will seek payment for the provision of the service and reasonable and necessary supports to be able to participate in the RDA program, including cancellation and/or holding fee charges.
- Invoices will be emailed out on a regular basis and are required to be paid within seven (7) days, unless advised otherwise.
- The Annual Rider Registration Fee must be paid in full and relevant documents completed prior to commencement of services each calendar year. This fee includes insurance, is non-refundable and may change each year.
- The fee for provision of the service and reasonable and necessary supports to be able to participate per session is subject to change throughout the year.



- NDIS participants may be able to claim these supports from their NDIS funds under 'Access community, social and recreational activities' (core support) or as otherwise approved by their plan-manager.
- New participants offered a place in the program, have fourteen days (14) from the day they have been accepted, to organise their documents to be completed and commence in the program. If they have not commenced within this time-frame, they will be charged 100% of the fee per session, regardless if they attend or not. If after four (4) weeks the new participant has not commenced, their spot will be offered to another person on the waiting list.
- Should a participant fail to meet our payment policy, their place in the program will be offered to another person on the waiting list.

Cancellation Policy

- If you are unable to attend your session and have informed us less than seven (7) clear days prior to attending your session, RDATA will charge 100% of the fee.
- RDATA will charge a holding fee of 50% of the session fee if more than 7 days' notice has been given.
- If a session is cancelled by RDATA, no charge applies.

Rider Sponsorship Program

- Wherever possible, RDATA will not deny a participant's involvement in the RDA program solely on the basis of financial hardship. Participants who do not receive NDIS funding and experience financial hardship (including those on a health-care or concession card), may request a sponsorship application form from the State Office.
- Sponsorship applications, for eligible participants, should be submitted to the State Office at least four (4) weeks in advance to enable the request to be considered at the first RDATA Board meeting following receipt of the application.
- Each Board Member shall cast a vote in favour or against each application during an RDATA Board Meeting. The Board's decision on all sponsorship applications shall be binding.

Feedback/Complaint/Disputes

Riding for the Disabled Association of Tasmania encourages you to provide feedback – please ask us for our feedback form or visit the following link to provide feedback <https://www.rdatas.org.au/feedback>.

If you have a grievance or complaint, please talk to any Coach, the Centre Manager or contact the State Office. The RDA Tasmania Complaints Management and Resolution Policy and Procedure and RDA National related policies are available on our website (<https://www.rdatas.org.au/complaints>).

If you do not feel that your concerns have been or can be addressed by RDATA, you have the right to take a complaint to an external agency:

- Sports Integrity Australia (SIA) (1300 027 232 / <https://www.sportintegrity.gov.au/what-we-do/national-integrity-framework/making-integrity-complaint-or-report>);
- 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 participants are bound by the RDAA and RDATA constitutions, as well as any supporting policies and procedures.
- All policies, procedures, the constitution and By-Laws are available on the RDATA website and can also be emailed to participants on request. These include the National Integrity Framework (NIF) Policies,



Child Safeguarding Policy, Member Protection Policy, Media Policy, Sun Smart Policy, Grievance Procedure, Complaints Management Policy, Incident Management Policy, Inclusion Policy and Working with Vulnerable People Policy. (<https://www.rdatas.org.au/policies-and-procedures>)

Ending the service Agreement

- Should either party require this service agreement to end, at least four (4) weeks' notice in writing must be provided. If either party seriously breaches this agreement, then the requirement of notice will be waived.
- Places in the program are limited and a participant failing to attend on a regular basis, with or without giving notice, may be strongly encouraged to offer their place to another person on the waiting list. The Coach's decision in this regard will be final.
- For long term cancellations due to medical reasons (including personal or family circumstances on some occasions) a request may be made to the Board in writing to hold your place in the program, paying a 50% per session holding fee. A medical certificate needs to be provided.
- A participant failing to cancel three (3) consecutive lessons (no-show, without prior notification) will lose their place in the program without requirement of notice. The 100% cancellation charge still applies for four (4) weeks from the day the Coach notifies the participant their place has been forfeited.
- The Annual Rider Registration Fee is non-refundable.

