

POLICY / PROCEDURE



1.11 RDA Carine Terms and Conditions

Version 4 – December 2023

RDA Carine complies with all relevant rules and regulations, including the NDIS Code of Conduct, Riding for the Disabled Australia (RDAA), Sport Integrity Australia National Integrity Framework and our Policies and Procedures.

- All the RDA Carine Coaches are RDAA nationally 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 Therapeutic riding, Hippotherapy and non-riding therapeutic activities.
- Each allocated session will be for 60 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. This may include riding or non-riding activities. This will be assessed by your Coach.
- The Coaches use their discretion to withdraw a participant early in a session if they feel their behaviour or current health or medical state warrants it i.e. participant is too tired or participant is behaving erratically which is impacting on all involved in the session.
- Sessions are never cancelled but can be modified in the case of inclement weather or decreased availability of volunteer numbers.
- All volunteers are trained and accredited through the National competency-based training program and have a current Volunteer National Police Certificate Check, Working with Children Card and / or NDIS Worker Screening Check.
- All our horses are specifically selected for the program and factors such as temperament and conformation are taken into consideration. Each horse undergoes extensive training before being included into the program with ongoing accreditation of the horses' well-being at regular intervals to ensure their suitability. This is required as a member of RDA Australia (RDAA).
- Generally, the RDA Carine Program operates during the public education system's four (4) school terms only (weekend and holiday program also available). Sessions generally commence in the second week following the start of Term One and finish in the second last week prior to the end of Term 4 across 38 weeks in total. RDA Carine does not operate during school holidays (unless a holiday program is specifically offered). RDA Carine will inform you of their schedule if different to above.
- Participants 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 participant and achievement of long-term goals.
- RDA Carine reserves the right to terminate a participants registration and end the service for a participant if;
 - It is deemed unsafe for both horse and / or volunteer to continue due to participant behaviour;
 - There is a change in participant health or condition which could be deemed as high risk;
 - Participant exceeds the maximum weight limit.

Riding for the Disabled Association Carine Inc. responsibilities:

- Provide the highly specialised support service necessary for each session, in accordance with **all relevant rules and regulations, including the NDIS Code of Conduct, Riding for the Disabled Australia (RDAA), Sport Integrity Australia National Integrity Framework Policies and RDA Carine Policies and Procedures.**
- Being ethical, fair and honest in all dealings with participant interactions.
- Explaining things clearly to participant/carer/representative.
- Treating participant politely and with respect.
- Including participant/representative in decisions about your support requirements.
- Letting participant/representative know what to do if they have feedback, issues or a complaint.
- Listening to participant/representative feedback and resolving any issues quickly.
- Informing participant/representative if RDA Carine wants to end the service and the reasons.
- Ensuring participant information is correct and up to date in consultation with participant/representative.
- Storing and protecting participant confidential information.
- Provide all participants with regular invoices (prior to the commencement of each Term).
- Provide, when requested, a Coach Assessment Report for the participants progress against Goals to support NDIS Plan reviews.

Participants' responsibilities:

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- Filling out all the required forms and paying all required fees by the due date and prior to commencement of the Program each term.
- All forms required of participants are to be submitted to the RDA Carine office via email, post or hand delivered prior to the commencement of riding. Please note that under NO circumstances will be riders be permitted to participate without the relevant forms.
- Informing RDA Carine or your Coach about the supports that you require, and how you want to receive them.
- Being polite and respectful to all the Coaches, Volunteers and Centre Office Staff who work with you.
- Informing RDA Carine if you have any feedback, issues, or complaints.
- Informing RDA Carine if you can't attend your booked session as soon as practical.
- Informing RDA Carine immediately if you want to end your place in the Program – four (4) weeks' notice applies.
- Informing RDA Carine if there are any changes, including those implemented by the NDIS affecting your Plan or if you start or stop using NDIS funding.
- Access to the riding arena, stables, tack-up area and paddocks is restricted to RDA Carine personnel; however, a participant may access certain areas when accompanied by a Coach or assigned Volunteer.

Payment:

- RDA Carine will seek payment for the provision of all necessary specialised support services for each session.
- The Annual National Participant Registration Insurance Fee which must be paid and forms completed and returned prior to commencement each calendar year and is not refundable.
- The session cost will be set at the start of each year and communicated prior to commencement of the Program.
- The RDA Carine session Support Service Fee is for the costs associated with the specialised support service we provide for people with a disability to access our Therapeutic Riding Program activity, not for the horse riding activity itself.
- All participants other than NDIS clients will be invoiced prior to the commencement of each Term.
- All NDIS clients will be invoiced at the end of each term.
- Payment of the invoice by cash/cheque/EFPOS/EFT is required within fourteen (14) days of receipt.
- RDA Carine reserves the right for no riding to be permitted if payment is not received with the due dates.
- The RDA Carine Participant Term Dates and Session Costings can be found by [clicking here](#)
- No refunds or credits will be issued and no make-up sessions will be offered. The RDA Carine Participant Cancellation Policy can be found by [clicking here](#)
- If you are unable to attend your session, please inform the RDA Carine Office via Phone 9448 6376 or Email admin@rdacarine.org.au or TEXT the Coaches Mobile 0410 180 346.
- Should a participant fail to meet our payment policy, their place in the Program will be offered to another participant on the waiting list.

Participant Financial Hardship Program

- The RDA Carine Program should not be denied on the basis of financial hardship. Participants experiencing financial hardship can request a payment plan from the RDA Carine Executive Officer.
- All Payment Plans established should be adhered to with all outstanding payments finalised before the commencement of the next term.

Feedback/Complaint/Disputes

- Riding for the Disabled Association Carine Inc. encourages you to provide feedback. Please ask us for our Feedback form, which is also available on our website and can be found by - [click here](#)
- If you have a complaint, please talk to any Coach or the Centre Office Staff. The RDA Carine Complaints Management and Resolution Policy and Procedure and RDA National Member Protection Policy are available on our website [click here](#) as well as the contact details for our Member Protection Information Officer (MPIO) [click here](#). This information is also available on request from the Centre Office (9448 6376).
- You also have the right to take a complaint to an external agency like the National Disability Insurance Scheme Quality and Safeguards Commission <https://www.ndiscommission.gov.au/about/making-complaint> or Equal Opportunity Commission WA Phone 92163900 or 1800198149 Email eoc@eoc.wa.gov.au or visit <https://www.wa.gov.au/organisation/equal-opportunity-commission>

Policies, procedures and constitution

- All participants are bound by the RDAA and RDA Carine 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. [Click here](#) to review.

Ending the RDA Carine Service Agreement

- Should either party require the RDA Carine service to end, at least four (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 participant failing to attend on a regular basis, with or without giving notice, may be strongly encouraged to offer their place to another participant 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 participant failing to cancel three (3) consecutive sessions (no-show, without prior notification) will lose their place in the program without requirement of notice.

Version 4

Authorised by:

Sign off:

Review date:

December 2023

RDA Carine Board

Ratified by RDA Carine Board in meeting 6/12/2023

December 2024