

POLICY / PROCEDURE



1.11 RDA Carine Terms and Conditions Version 1 – April, 2022

RDA Carine comply under the rules and regulations of RDA Australia (RDAA).

- All RDA Carine 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 therapeutic riding 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.
- Sessions are never cancelled but can be modified in the case of inclement weather or decreased volunteer numbers.
- All volunteers are trained and accredited through the National competency-based training program and have a current National Police Check; Working with Children Card and / or NDIS Worker Screening Check.
- All horses are accredited and receive regular schooling to suit the program.
- Generally, the RDA Carine program operates during the public 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.
- 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 achievement of long-term goals.
- RDA Carine reserves the right to terminate or end the service for a rider if;
 - It is deemed unsafe for both horse and / or volunteer to continue due to rider behaviour;
 - There is a change in rider health or condition which could be deemed as high risk;
 - Rider exceeds the maximum weight limit;

Riding for the Disabled Association Carine Inc. responsibilities:

- Provide the service in accordance with RDA Carine's policies and procedures.
- Being ethical, fair and honest in all dealings with you in all interactions.
- Explaining things clearly to you and/or your carer/representative.
- Treating you 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 any issues quickly.
- Informing you if RDA Carine wants to end the service and the reasons.
- 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 RDAA and RDA Carine's policies and procedures and other legislative requirements.
- Complying with all relevant rules and regulations. This includes National Disability Insurance Scheme (NDIS) Act 2013, NDIS Rules, NDIS Quality & Safeguards Commission Code of Conduct and in accordance with RDAA and RDA Carine's policies and procedures.
- Providing you with regular invoices (not applicable for NDIA managed riders).

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 year.
- Signing in on the register each visit on arrival of ALL persons entering the centre. This register is located at the main gate entrance and requires the rider's name, arrival time, recording temperature, as well as that of their parent/carer and/or anyone else accompanying the rider.
- Informing your coach about the supports that you require, and how you want to receive them.
- Being polite and respectful to the volunteers, coaches and 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 time applies.
- Informing RDA Carine 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 Carine personnel; however, a rider may access certain areas when accompanied by a coach or assigned volunteer.

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 set at the start of each year and communicated to you prior to commencement of the program.
- Private riders will be invoiced in advance to the commencement of the term. RDA Carine requires these invoices to be paid within fourteen (14) business days upon receipt.
- NDIS participant invoices will be issued after the provision of services, following the conclusion of each Term. RDA Carine requires these invoices to be paid within fourteen (14) business days upon receipt.
- RDA Carine charges in accordance with the NDIS pricing guidelines, NDIS Pricing Arrangements and Price Limits. Please be aware that these rates may change 1st January and/or 1st July each year. RDA Carine will charge in accordance with these rate changes.
 - ✓ The RDA Carine Private Riders Fees and Cancellation Policy can be found by [clicking here](#)
 - ✓ The RDA Carine NDIS Riders Fees and Cancellation Policy can be found by [clicking here](#)
- 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 Financial Hardship Program

- The RDA Carine program should not be denied on the basis of financial hardship. Riders 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 (<https://www.rdatas.org.au/feedback>).
- If you have a complaint, please talk to any coach or the office. The RDA Carine 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 Office (9448 6376).
- 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 Carine (1300 305 062 / <https://equalopportunity.tas.gov.au/complaints>).

Policies, procedures and constitution

- All riders 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. (<https://www.rdatas.org.au/policies-and-procedures>)

Ending the 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 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 three (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.

Version One:

Authorised by:

RDA Carine Board

Sign off:

Ratified by RDA Carine Board in meeting 08/06/2022

Review date:

April 2023