



**RIDING FOR THE DISABLED ASSOCIATION (NSW)
INVERELL CENTRE**

ABN.70 675 945 642 • PO Box 922 • Inverell • NSW • 2360
Ph: 0267 248106 • email: inverell@rdansw.org.au

“Proudly supported by Inverell Jockey Club”

CENTRE RULES

WE ARE ALL VOLUNTEERS GIVING OUR TIME to help those who will most benefit. Without volunteers the Centre cannot exist. It is our responsibility to ensure that our volunteers remain happy to continue to give their service, therefore bad behaviour and/or attitudes toward them will not be tolerated.

THE HORSE IS NOT A TOOL. They are sentient beings meaning they have thoughts and feelings. The horse is no more a tool than you or I. Our horses are equally valuable as volunteers and must be treated fairly and with respect. Abuse of the horses **WILL NOT** be tolerated. It is a difficult job that we ask of them and they are to be treasured. Some horses have special conditions for their use, and **ALL** horses have a weight carrying limit in their conditions of use, these conditions of use **MUST** be strictly adhered to.

OUR CENTRE IS A VOLUNTEER ORGANIZATION providing equine assisted therapy to help those with disabilities to develop and enhance abilities. The acceptance of potential participants into our program will be based on their needs and the benefit that they will receive from the program.

ACCEPTANCE INTO PROGRAM - As part of RDA's Duty of Care, a prospective client must...

- Safely be deemed to be able to receive a benefit from either a riding or carriage driving program. With this in mind, an assessment is carried out by the coach/es of the day, prior to acceptance into a program.
- The first day at RDA is an Orientation day (actual riding may not take place), where riders are weighed, helmets (if applicable) are fitted and recorded, relevant forms are checked and fees paid (if not already paid – please retain receipt).
- A weight limit is in place for each horse, and riders whose weight falls outside this limit will not be granted entry into any RDA programme. Riders, whose status changes, will be reassessed for continued participation, during or at the beginning of each new riding year.
- The rider application is not a guarantee or an indication of a placement in a riding or carriage driving programme. Applicants will be notified by program coaches when a vacancy in a programme occurs and when the application is being considered for inclusion.

The attendance book must be signed in and out by everyone attending the Centre

Carers **MUST** be in attendance at all times

All riders must wear a helmet (if applicable), riding boots or clogs and long trousers.

No smoking within the RDA area, including the riding, mounting and horse area.

ALL DECISIONS REGARDING THE RUNNING OF THE LESSONS AND THE MANAGEMENT OF THE RIDERS AND HORSES ARE MADE BY THE COACH OF THE DAY.



Riding for the Disabled Association (NSW)

VOLUNTEER APPLICATION FORM

Name: Mr, Mrs, Miss, Ms.....

Address:.....

.....Postcode..... DOB.....

Phone No.: Home.....Work.....Mobile.....

E-Mail.....

Emergency Contact: Name.....Relationship to Vol.....

Address..... Postcode.....

Phone No: Home.....Work.....Mobile.....

Have you any experience with horses? Yes No (If Yes, Details):.....

.....

.....

Have you any experience with people with disabilities? Yes .No. (If Yes, Details)

.....

.....

Have you any qualifications or skills that would assist the centre's committee of management, riding or carriage .

driving program? Yes No (If Yes, Details)

.....

.....

Please note:

RDANSW strongly recommends for their safety that all volunteers ensure that they are protected by a current Tetanus Vaccination. Protection against Hepatitis B is also advised.

All volunteers must agree to be subject to the Working with Children Check, which is legislation within N.S.W. You must complete the Prohibited Employment Declaration (RDA NSW Document ESR-06).

I have read and agree to abide by the RDANSW Code of Conduct

If you are aged 12 years but under the age of 18 years a parent or Guardian must sign this document

Date.....

Signature.....

Name if Parent/Guardian.....

MISSION STATEMENT

RDANSW is a volunteer organisation providing equine assisted activities for people with disabilities to develop and enhance abilities.

Objectives of the RDANSW Volunteer Programme are:

To seek volunteers who have the enthusiasm and most importantly a commitment to helping people with disabilities enjoy the benefits of horse riding activities

To achieve this by working within the guidelines as set down by the Association

To make volunteering at RDANSW a rewarding experience

To support, train and recognise volunteers in their chosen roles

RDANSW COMMITMENT TO VOLUNTEERS

In order to comply with Federal and State legislation, our Duty of Care and to ensure the volunteers' experience will be a satisfying and rewarding experience RDANSW will: -

- State and acknowledge the contribution of volunteers in RDANSW documentation
- Recognise the achievements of volunteers
- Provide insurance cover
- Make volunteers aware of and provide them with a copy of the RDANSW Volunteer Helpers booklet and other documents relating to RDANSW Volunteer Policies
- Offer volunteers the choice to work in their preferred areas
- Provide orientation, training and information to promote skill development in all aspects of RDANSW
- Acknowledge the rights of volunteers
- Provide access to Code of Conduct and dispute resolution
- Provide a safe and healthy volunteering environment
- Provide appropriate levels of support and management for volunteers
- Treat all volunteers equally
- Reimburse volunteers for agreed out of pocket expenses
- Ensure confidentiality of personal details in accordance with the National Privacy Act 2001
- Implement Equal Opportunity and Anti Discrimination legislation
- Attempt to keep volunteers informed on changes to the organisation
- Promote the Sunsmart policy

RDANSW PRIVACY STATEMENT

RDANSW is committed to protecting the privacy of its volunteers and clientele and implements the National Privacy Act 2001. It only collects information necessary to carry out its work. All information is kept secure and confidential and is not disclosed to third parties. The information obtained on this form will be used solely for the tasks involved with being an RDANSW volunteer, being able to contact the volunteer, the processing of this application and for no other reason. Individuals may request to view any of their personal information held by RDANSW.

RDANSW CODE OF CONDUCT.

RDA provides a quality duty of care while implementing all RDA activities – the conduct of all participants must be of a standard that will be a positive influence on riders' behaviour. This Code of Conduct shall apply to all members, officials, office bearers, volunteers, riders, parents and carers, participating in or in attendance at all activities conducted under the control of, or when representing an RDANSW Centre.

Persons subject to this Code shall:-

- a) Respect the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.
- b) Respect riders' confidentiality
- c) Use age appropriate behaviour and language with the riders
- d) Refrain from using profane, insulting, harassing or otherwise offensive language, hand signals or other gestures
- e) Understand that coaches/volunteers intentions and riders interpretation of "touching" will be influenced by cultural differences and religious implications
- f) Avoid unaccompanied and unobserved activities with riders, especially undressing and personal hygiene
- g) Not drink, be affected by, or in possession of alcohol or non-prescription drugs while responsible for implementing any RDA horse programme
- h) Not engage in any other conduct, either on or in the vicinity of RDA activities, considered prejudicial to the best interests of RDA or in contravention of the Constitution of this Association.

APPENDIX 1

(Clause 7.1)

APPLICATION FOR MEMBERSHIP OF A CENTRE

Riding for the Disabled Association (N.S.W). INVERELL CENTRE.

I,
(Full name of applicant)

Of
(Address)

..... Hereby apply to become a member of the
(Occupation)

Above named Centre of Riding for the Disabled Association (N.S.W.). In the event of my admission as a member, Approved at a committee meeting, I agree to be bound by the Constitution of the Centre for the time being in force.

..... (Signature of applicant) (Date)

I,
(Full name)

A member of the Centre, nominate the applicant, for membership of the Centre.

..... (Signature of proposer) (Date)

I,
(Full name)

A member of the Centre, second the nomination of the applicant, for membership of the Centre.

..... (Signature of seconder) (Date)

π Full Membership with voting rights who must attend 55% of general meetings to vote at the AGM.

π Social Membership with no voting rights.

(Signature of President/Secretary)

.....
(Meeting Date)



Riding for the Disabled Association (NSW)

Centre Attendance Book

All persons undertaking volunteer work at a RDA Centre in NSW must complete a daily attendance sheet/book.

The following information should appear on the sheet/ book.

Date – Name – Signature – Time Arrived – Time Left

This information may be kept in the form of a loose-leaf folder or a day book/Diary.



Riding for the Disabled Association (N.S.W.)

WORKING WITH CHILDREN CHECK

All people looking after children and young people have a responsibility to provide a safe environment for them.

In July 2000, legislation was introduced in New South Wales that affects all people working with children and young people.

- [Commission for Children and Young People Act 1998](#)
- [Child Protection \(Prohibited Employment\) Act 1998](#)

These laws make up the Working with Children Check. Their goal is to create workplaces where our children are safe and protected.

Working With Children Check Changes

The *Child Protection (Offenders Registration) Act 2000* was proclaimed as law on 15 October 2001. Under this Act, a person who has been found guilty of certain offences against children will be known as a "Registrable Person".

A "Registrable Person" automatically becomes a "Prohibited Person" under the *Child Protection (Prohibited Employment) Act 1998*.

The Prohibited Employment Declaration should be filled out by all persons working in ANY capacity (*including VOLUNTEERS*) at RDA NSW centres prior to commencement and at the beginning of each year following that date (prior to commencement).

The consent form should currently only be used in connection with paid employees. All other forms are also only necessary when paid employees are to be appointed.

The NSW Department of Sport and Recreation act as the approved screening agency for RDA NSW.

The following information is from the Department and current as at 28 April 2007. Their website is at <http://www.dsr.nsw.gov.au/children/index.asp>



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Employment Screening

The Department of Sport and Recreation has been approved to carry out the relevant procedures of the Working With Children Check on behalf of other employers in the sport and recreation sector.

The Department of Sport and Recreation has been designated an Approved Screening Agency by delegation from the [Commission for Children and Young People](#) and the Premier of NSW.

As an Approved Screening Agency we are responsible for undertaking requests for a [Working with Children Check](#) from all employers in the sport and recreation industry.

A Working with Children Check will be conducted on all prospective employees in order to determine their suitability to work with children. The Check will incorporate the following:

- A national criminal record check which will identify any relevant criminal history
- A check on all apprehended violence orders which have been made for the protection of a child
- A check on any relevant completed disciplinary proceedings initiated by an employer concerning an employee's misconduct relating to children. This involves child abuse, sexual misconduct or acts of violence either directed at children or in the presence of children.

Secure fax line: the child protection fax number is **(02) 9006 3900**

Guarantee of Service Standards

We are committed to ensuring the Working With Children Check is undertaken in a timely, effective and responsive manner. We will:

- complete all processes associated with the Working With Children Check as quickly as possible
- keep all information relating to the Working With Children Check in a secure manner and protect the privacy of individuals consistent with the legislation
- provide advice and assistance to employment screening clients in relation to the Working With Children Check
- operate with integrity, discretion and regard for each of our employment screening clients, and
- require our staff to operate within the standards set by our Code of Conduct. This Code provides an ethical framework to guide the decisions, actions and behaviour of our staff.



Riding for the Disabled Association (N.S.W.)

ESR - 06.4 PROHIBITED EMPLOYMENT DECLARATION

The *Commission for Children and Young People Act 1998* makes it an offence for a prohibited person (a person convicted of a serious sex offence, the murder of a child or a child-related personal violence offence, as well as a Registrable person under the *Child Protection (Offenders Registration) Act 2000*) to apply for or otherwise attempt to obtain, undertake or remain in, child-related employment. It does not apply if an order from the Industrial Relations Commission, Administrative Decisions Tribunal or Commission for Children and Young People, declares that the Act does not apply to a person in respect of a specific offence.

For further information on what is child-related employment, see the *Working With Children Employers Guidelines* on www.kids.nsw.gov.au.

Section 33B of the *Commission for Children and Young People Act 1998* defines a serious sex offence as:

- an offence involving sexual activity or acts of indecency committed in New South Wales and that was punishable by penal servitude or imprisonment for 12 months or more; or
- an offence involving sexual activity or acts of indecency committed elsewhere and that would have been an offence punishable by penal servitude or imprisonment for 12 months or more, if it had been committed in New South Wales; or
- an offence under section 80D or 80E (sexual servitude) of the *Crimes Act 1900*, committed against a child; or
- an offence under Sections 91D-91G (child prostitution, other than if committed by a child prostitute) of the *Crimes Act 1900* or a similar offence under a law other than a law of New South Wales; or
- an offence under Section 91H, 578B or 578C (2A) (child pornography) of the *Crimes Act 1900* or a similar offence under a law other than a law of New South Wales; or
- an offence of attempting, or of conspiracy or incitement, to commit an offence referred to in the preceding paragraphs; or
- any other offence, whether under the law of New South Wales or elsewhere, prescribed by the regulations.

Note: A conviction for carnal knowledge is classified as a serious sex offence under this legislation.

Section 33B of the *Commission for Children and Young People Act 1998* defines a child-related personal violence offence as an offence committed by an adult:

- involving intentionally wounding or causing grievous bodily harm to a child; or
- of attempting, or of conspiracy or incitement, to commit such an offence.

Under *Commission for Children and Young People Act 1998*:

- it is an offence for a Prohibited Person to **apply for, or otherwise attempt to obtain, undertake or remain in** child related employment;
- employers **must** ask existing employees, both **paid** and **unpaid**, and preferred applicants for child-related employment to declare if they are a Prohibited Person or not;
- all people in child-related employment **must** inform their employers if they are a Prohibited Person or remove themselves from child-related employment; and
- penalties are imposed for non compliance.



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ESR - 06.4 (continued)

I am aware that I am ineligible to apply for or otherwise attempt to obtain, undertake or remain in, child related employment if I have been convicted of a serious sex offence or child-related personal violence offence as defined in the *Commission for Children and Young People Act 1998*, or if I am a Registrable Person under the *Child Protection (Offenders Registration) Act 2000*.

I have read and understood the above information in relation to the *Commission for Children and Young People Act 1998*. I am aware that it is an offence to make a false statement on this form.

I consent to a check of my relevant criminal records, to verify the statements I have made here, being undertaken by the NSW Commission for Children and Young People for monitoring and auditing purposes in accordance with Section 36 (1) (f) of the *Commission for Children and Young People Act 1998*.

I declare that I am not a person prohibited by the Act from seeking, obtaining, undertaking or remaining in child related employment.

I understand that this information may be referred to the Commission for Children and Young People and/or to NSW Police for law enforcement purposes and for monitoring and auditing compliance with the procedures and standards for the Working With Children Check in accordance with Section 36 (1) (f) of the Commission for Children and Young People Act 1998.

All fields must be completed. Please use block letters.

Name: _____

Aliases (previous/other names) _____

Date of Birth _____

Signature: _____

Date: _____ Contact Telephone Number _____

Contact Email: _____

Note: Seek legal advice if you are unsure of your status as a Prohibited Person.

THIS FORM IS TO BE RETURNED TO YOUR EMPLOYER



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ESR - 06.5 WORKING WITH CHILDREN BACKGROUND CHECK CONSENT FORM

This form is to be completed by persons whose names are to be submitted for background checking as part of the Working With Children Check. All fields must be completed.

Please use block letters.

No background check can be completed on a person without this consent being provided.

Employers are required to sight applicant's original identifying documents.

Family Name (block letters) _____

Given Name(s) _____

Previous Name(s)/Alias(es) _____

Date of Birth _____ Gender Male Female

Place of Birth (City, State, Country) _____

Identifying document type (eg. Driver's licence/passport) _____

Identifying document number _____

Address _____

Suburb/Town _____ State _____ Postcode _____

Contact Telephone number _____ Contact email _____

Title of Position applied for _____

Type of position (Please tick)

Paid employee Religious leader/spiritual official of a religion Foster carer

I certify that the above information is accurate and understand that if I have provided false or misleading information it may result in a decision not to employ me, or, if already employed, may lead to my dismissal.

I am aware that if considered for child-related employment, several checks will be undertaken to ascertain my suitability, including:

1. a national criminal record check for charges and/or convictions (including spent convictions) for:
 - any sexual offence (including but not limited to, sexual assault, acts of indecency, child pornography, child prostitution and carnal knowledge);
 - any child-related personal violence offence;
 - any assault, ill treatment or neglect of, or psychological harm to a child and any registrable offence;
punishable by imprisonment for 12 months or more.

I understand that this check includes convictions or charges that:

- may have not been heard or finalised by a court; or
- are proven but have not led to a conviction; or
- have been dismissed, withdrawn or discharged by a court.



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2. a check for relevant Apprehended Violence Orders taken out by a police officer or other public official for the protection of a child/ren; and
3. a check for relevant employment proceedings involving an act of violence committed in the course of employment and in the presence of children or reportable conduct. Reportable conduct means any sexual offence, or sexual misconduct committed against, with or in the presence of a child (including a child pornography offence), any child-related personal violence offence, or any assault, ill treatment or neglect of a child, or any behaviour that causes psychological harm to a child.

I understand that a conviction for a serious sex offence (including, but not limited to, sexual assault, acts of indecency, child pornography, child prostitution and carnal knowledge) or child-related personal violence offence (including but not limited to, intentionally wounding or causing grievous bodily harm to a child) will automatically prohibit me from child-related employment. This includes a charge that is proven in court but does not proceed to a conviction. I am aware that if I am a "Registrable Person" under the *Child Protection (Registrable Offenders) Act, 2000*, I am prohibited from child-related employment.

I consent to these checks being conducted and am aware that if any relevant record is identified, additional information relating to that record may be sought by an Approved Screening Agency from sources such as courts, police, prosecutors and past employers to enable a full and informed estimate of risk.

I acknowledge that:

- the above information and any information obtained during the Working With Children background check may be collected and used by/or disclosed to the Commission for Children and Young People or any Approved Screening Agency for the purposes of the Working With Children Check;
- the Commission for Children and Young People or any Approved Screening Agency may share the information obtained during the Working With Children background check with each other to support further estimates of risk arising from additional Working With Children background checks;
- the outcome of an estimate of risk conducted with information obtained through the Working with Children Check by the Approved Screening Agency may be provided to my current or prospective employers or an employer-related body (where applicable) only for background checking purposes;
- details of my relevant records will not be released to my current or prospective employers;
- any information obtained as part of this process may be used by Australian Police Services for law enforcement purposes, including the investigation of any outstanding criminal offences; and
- the information provided may be referred to the Commission for Children and Young People and/or to NSW Police for law enforcement purposes and for monitoring and auditing compliance with the procedures and standards for the Working With Children Check in accordance with Section 36 (1) (f) of the *Commission for Children and Young People Act 1998*.

Name: _____

Signature: _____ Date: _____

Note: This form is to be kept by the employer.

RIDING FOR THE DISABLED ASSOCIATION OF N.S.W.



Mission Statement of RDA

“RDA(NSW) is a volunteer organisation providing equine assisted activities for people with disabilities to develop and enhance abilities.”

Volunteer Policy & Procedures

The RDA(NSW) Volunteer Policy & Procedures is documented in the RDA(NSW) Administration Manual (RAM).

The RAM covers all phases of Policy & Procedure operations in RDA New South Wales from the Board of Directors to Centre level.

Volunteer Policy & Procedures

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1. INTRODUCTION

1.1 The importance of volunteers to RDANSW.

Volunteers are the backbone of RDANSW. Without volunteers RDA does not function and cannot be effective. Their roles are many and varied they represent in most cases, tasks that speak of the core values and purpose of the organisation. There are tasks, importantly, for which people need skills and experience as well as energy.

1.2 Objectives

- To seek volunteers who have the enthusiasm and most importantly a commitment to helping people with disabilities enjoy the benefits of horse riding activities and achieving this by working within the guidelines as set down by the Association.
- To make volunteering at RDANSW a rewarding experience
- To support and train volunteers in their chosen roles

1.3 Defining the role of volunteers

Volunteers are an integral part of RDA(NSW) and involves people who are willing to work without financial gain to enhance the lives of people with disabilities.

1.4 Commitment to volunteers by RDANSW is:-

To ensure the volunteers experience is satisfying and rewarding and complies with Federal and State legislation and Duty of Care RDA commits to the following:-

- State and acknowledge the contribution of volunteers in RDANSW documentation
- Recognise the achievements of volunteers
- Provide insurance cover
- Make volunteers aware of and provide them with a copy of the RDANSW Volunteers Helpers booklet and other documents relating to RDANSW Volunteer Policies
- Offer volunteers the choice to work in their preferred areas
- Provide orientation, training and information to promote skill development in all aspects of RDANSW
- Acknowledge the rights of volunteers
- Provide access to Code of Conduct and dispute resolution
- Provide a safe and healthy volunteering environment
- Provide appropriate levels of support and management for volunteers
- Treat all volunteers equally
- Reimburse volunteers for agreed out of pocket expenses
- Ensure confidentiality of personal details in accordance with the National Privacy Act 2001
- Implement Equal Opportunity and Anti Discrimination legislation
- Attempt to keep volunteers informed on changes to the organisation
- Promote the Sunsmart policy

This important commitment is placed as a separate document in the RAM and as RDANSW duty of care, it is placed in a prominent position at all Centres throughout New South Wales.

2. MANAGEMENT OF THE VOLUNTEER PROGRAM

2.1 State level

To manage the volunteer program a Director of the Board of RDANSW is responsible for the management of volunteers. It is the Director's responsibility to ensure that the Centre Management Committee is kept up to date with all necessary information.

2.2 Centre level

To ensure the appropriate safety, well being and management of volunteers, it is the aim of RDANSW that Centres appoint a Volunteer Coordinator who should be a member of the centre's management committee.

On initial contact the volunteer co-coordinator will make contact with the potential volunteer to arrange an interview and orientation to RDANSW.

2.3 Initial Contact

The Centre volunteer co-coordinator or the person appointed by the centre management committee is the initial contact person who will welcome and make the volunteer feel at ease. This session will make the volunteer aware of the structure of RDA, Policies & Procedures, Insurance cover, signing of Attendance Book (for insurance purposes), Centre program information and how the centre operates.

The Centre volunteer coordinator or the person appointed by the centre management committee will ensure volunteers:-

- Complete the volunteer application form.
- Complete the Working with Children Check (NSW Legislative requirement).
- Receive a copy of the Volunteer Helper Information Booklet.
- Know the importance of signing the 'Attendance Book'
- Receive adequate information relevant to the task they are to perform.
- Is advised that personal information is stored securely.

2.4 The volunteer will be asked to complete a "sign off" form, acknowledging receipt of the Volunteer Help Information Booklet.

3. TRAINING AND SUPPORT FOR VOLUNTEERS:

It is important Volunteers are welcomed, feel they are needed, useful and part of the team.

There are many tasks that can be filled by volunteers and they will be recruited into positions for which the volunteer has the necessary skills and experience.

Appropriate documentation of volunteer training is recorded by the Supervising Coach or the person responsible for handling records.

3.1 **Orientation**

It is IMPORTANT that volunteers attend an Orientation Day PRIOR to assisting riders with a disability. This Day is organized to make volunteers aware of all aspects of the orientation schedule and is conducted by the supervising coach.

Other areas including management are available for volunteers who do not wish to work in the arena with the riders and horses.

To familiarize volunteers with the Centre, the volunteer co-ordinator will arrange a tour of the property and introduce the volunteer to the respective people on the grounds on that day.

3.2 **Training**

There are many areas in the RDA volunteer program that require training to give volunteers the tools by which they can develop their own ability to be a functional member of a team and to utilize their skills and/or qualifications.

Volunteers who are welcomed as part of the team and included in the planning process are more likely to stay as they will see their role as a valued part of the organisation.

All Volunteers working in the RDANSW program need to respect each other's individual rights, dignity, independence and for self-determination.

The training of volunteers is part of the RDANSW Risk Management policy that states:-

- After completion of the necessary paperwork, volunteers will take the necessary training in the field most suited and they are agreeable to.
- Volunteers should indicate on the "Volunteer form" if they have had previous experience of working with horses. This will determine the base line for their training in horse handling.
- Volunteers will be paired with an experienced volunteer until they are familiar with the running of that particular centre.
- A volunteer should never be asked to perform a task without adequate training.

3.3 **Training Session**

For the volunteer, the training session will include:-

- Know who is responsible for the safety and coaching in the days programs
- Know where the emergency assembly point is
- Know the centre emergency evacuation procedures
- Know the centre protocol
- Know the suitable clothing for work at RDA (including Sunsmart policy)
- Know the appropriate behaviour with riders
- Know a brief outline of some of the disabilities of riders.

4. RECOGNITION and RETAINING VOLUNTEERS

4.1 Recognition

Volunteers are recognized for their work in RDANSW. To show volunteers how their work is appreciated some suggestions are:-

- Years of Service badges are available from State Office for 3,5,10,15 and 20 years of service.
- “Thanks Volunteer” certificates issued by the centre each year is another idea.

RDANSW has annual awards for Volunteer of the Year and Volunteer Encouragement Award (for a volunteer who has under 5 years of service). These awards are instigated from the centre and judged at Regional level and the winners go on to be judged for the State awards.

4.2 Retaining Volunteers.

To retain a high rate of volunteers it is necessary to ensure that volunteers are happy in their role. If a volunteer seems to lack motivation, it may be time to examine the programming.

If a volunteer indicates shyness or lacks self-confidence they should be placed with another volunteer to give them the support they may initially need until they gain more confidence.

The Coach, as leader of the team can, if necessary, appoint a volunteer to be the “social secretary” whose task it will be to keep in contact with volunteers if they are away through illness, or other circumstances.

These gestures will show how much their work is appreciated.

Volunteers may leave the organisation if they feel

- They are not part of the team
- The work is boring
- Their help is not appreciated
- They have been given insufficient knowledge or training
- There is a lack of planning and organisation.
- They are not given enough work.

5. RIGHTS AND RESPONSIBILITIES OF AN RDANSW VOLUNTEER.

Volunteers have rights that must be respected and provided for and they have responsibilities that should be fulfilled.

5.1 As an RDA volunteer you have the right to.....

- Be assigned a suitable job and say **NO** to any task you are unable or would prefer not to do.
- Express opinions, be listened to and their opinions respected
- Receive adequate information of what is expected of you,
- Ask questions about anything you may not understand.
- Receive support and training.
- Have your personal details kept in a confidential manner.
- Work in a safe and healthy environment.
- Be reimbursed for agreed out-of-pocket expenses,
- Be advised of insurance cover
- Be treated fairly
- Have access to Dispute Resolution provisions.

5.2 As an RDA volunteer you are responsible for...

- Signing the "Working with Children" check as required by law
- Arriving at agreed times
- Signing and noting time in "Attendance Book" when you arrive and leave
- Notifying coach or committee if you are unable to attend a planned activity
- Respecting rider's confidentiality
- Adhering at all times to the safety requirements and regulations of RDA.
- Following the directions of the Coach when in a riding programme
- Providing feedback where appropriate
- Asking for support when needed
- Informing RDA of any medical condition or special needs you have, which may affect your ability to do certain tasks.
- Reporting hazards, injuries or risk management issues
- Attending ongoing training
- Advising your centre of any change of address, phone number etc..

The Volunteer Rights and Responsibilities are also contained in the "Volunteer Helper Information Booklet".

6. RDANSW PRIVACY STATEMENT

RDANSW is committed to protecting the privacy of its volunteers and clientele. It only collects information necessary to carry out its work. All information is kept secure and confidential and is not disclosed to third parties. The information obtained is not used for any other purpose than stated. Individuals may request to view any of their personal information held by RDANSW.

7. RDANSW CODE OF CONDUCT.

RDA provides a quality duty of care while implementing all RDA activities – the conduct of all participants must be of a standard that will be a positive influence on riders' behaviour.

This Code of Conduct shall apply to all members, officials, office bearers, volunteers, riders, parents and carers, participating in or in attendance at all activities conducted under the control of, or when representing an RDANSW Centre.

7.1 Persons subject to this Code shall :-

- Respect the rights, dignity and worth of every person regardless of their gender, ability, ethnic cultural background or religion.
- Respect riders' confidentiality
- Use age appropriate behaviour and language with the riders
- Refrain from using profane, insulting, harassing or otherwise offensive language, hand signals or other gestures
- Understand that coaches/volunteers' intentions and riders' interpretation of "touching" will be influenced by cultural differences and religious implications
- Avoid unaccompanied and unobserved activities with riders, especially undressing and personal hygiene
- Not drink, be affected by, or in possession of alcohol or non-prescription drugs while responsible for implementing any RDA horse program.
- Not engage in any other conduct, either on or in the vicinity of RDA activities, considered prejudicial to the best interests of RDA or in contravention of the Constitution of this Association.

7.2 Disciplinary action for breach of RDA NSW Code of conduct

On receipt of written notification of an alleged breach of the RDA NSW Code of Conduct the Centre will:

- Investigate the situation by interviewing the person submitting the written record of allegation.
- Inform the person of the nature of the alleged breach of the Code.
- Offer the person an opportunity to put forward their case.

The RDA NSW Centre Management Committee will evaluate the information and determine the action.

7.3 Actions resulting may be:

- Dismissal of allegations against the person.
- Warning issued.
- Suspension for a specified period.
- In extreme cases removal from volunteer register.

The volunteer should be given the opportunity to address the Centre Management Committee regarding the severity of the penalty within 30 days. If the issue is not resolved then the RDANSW Grievance procedure as set out in the RAM-NSW should be followed.

This statement is ALSO set out in the "Volunteer Helper Information Booklet" and on the back of the "Volunteer application".

8. OCCUPATIONAL HEALTH AND SAFETY (Risk Management)

RDA NSW abides by The Occupational Health and Safety and equal opportunity guidelines of this State, and the Australian Sports Commission Policy on Harassment, copies of which are available from State Office. Email: stateoffice@rdansw.org.au

Health and Safety is of prime importance for all at an RDA centre. Volunteers should familiarise themselves with the basic rules of safety, for both horse, rider, and themselves by consultation with the Coaches, attending training days and reading the available literature.

RDANSW have made a commitment treat all people equally and encourage the practice of good personal hygiene on the assumption that everyone is infectious (they may not know themselves).

RDANSW strongly recommends all volunteers make sure their immunisation against Tetanus is up to date; also immunisation against Hepatitis is advised.

The OH&S practice is also set out in the "Volunteer Helper Information Booklet"

Further information on RDANSW risk management may be accessed in the RAM.

9. RESOLUTION OF ISSUES

As a registered charity, it is the desire of RDANSW that all issues can be resolved through communication with the concerned parties and that they can be dealt with in a respectable manner.

Depending on the area in which the Volunteer has an issue i.e. with the supervising Coach or other person, they should contact the Volunteer coordinator who will arrange a mediation meeting between the parties involved.

If the issue is between the Volunteer and the Volunteer coordinator, the Supervising Coach should be notified.

If, after mediation, the issue has not reached resolution, the Volunteer should approach the centre Management Committee.

If the issue still remains unresolved, the Volunteer should follow RDANSW grievance procedure – as documented in the RAM.