



Riding for the Disabled Association of Australia
NATIONAL MEMBER PROTECTION POLICY

1 January 2019

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PREFACE

Riding for the Disabled (RDA) is committed to creating safe, fair and inclusive environments for our activities. RDA seeks to prevent all forms of harassment, discrimination and abuse and will promote positive behaviours and values in all members operating within the organisation. Inappropriate or unlawful behaviour will not be tolerated and will be dealt with promptly and according to the policies outlined in this document. The Codes of Behaviour set out in this document provide clear guidelines to all members and everyone associated with RDA about the behaviours expected of our members. Disciplinary action, reasonable to the circumstances, will be taken against individuals that breach the policies outlined in this document.

The Member Protection Policy is available to all members through the RDA website www.rda.org.au or a copy can be requested from the RDA Australia office. Advice on how to apply the policies outlined in the Member Protection Policy can be sought by phone or email to the RDA Australia office or by contacting a published Member Protection Information Officer on the website. State Associations who are affiliated members of RDA Australia may develop local policies regarding member protection where those policies are aligned with the National Member Protection Policy. Where State or local policies are not aligned with the National Member Protection Policy, the national policy will take precedence.

The Member Protection Policy is designed to ensure that everyone in RDA can benefit from the worthwhile programs that our organisation delivers and can thrive in a fair and inclusive community, respecting others and working towards the common goals of the RDA organisation.



Karen Aspery
Executive Officer, RDA Australia

REVIEW HISTORY

Version	Date Reviewed	Date endorsed	Content reviewed
One	March 2010	June 2010	Replaced Operations Manual/Personnel Protection Policy/ 2009
Two	Drafted April 2012	Voted and accepted by General Meeting 21 June 2012	Updated Member Protection Policy 2010. New policies: <ul style="list-style-type: none"> • Part A(6.5) Pregnancy • Part A(6.6) Gender Identity • Part A(6.9) Cyber bullying • Part A(6.10) Social networking
Three	December 2013		Updated Member Protection Policy 2012. New policies: <ul style="list-style-type: none"> • Attachment E1 Confidential record of informal complaint • Attachment E2 Confidential record of formal complaint • Attachment B2 Volunteer Codes of Behaviour • Attachment B4 Riders Code of Conduct
Four	November 2015 7 May 2016 1 Jan 2018		Updated Member Protection Policy (V3/2013) presented. Ratified by vote with amendments on 7/5/16 Reviewed – updated WWVP policy Tasmania
Five	10Dec18	30 Jan 2019	Draft document circulated for comment by 12Dec18. Ratified at RDAA Board Meeting 30 Jan 19.

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DELEGATION

Delegate	Authority
RDA Australia Limited Board	Ratify Policy and Procedures
RDAA EO and State Managers	<p>Implement policy at all levels of the organisation.</p> <p>Review and update existing State and local policies to reflect the overarching National Member Protection Policy.</p> <p>Keep the relevant Board and Centre Committees of Management informed of all significant developments.</p> <p>Act in accordance with this policy.</p>
Complaints Officers	<p>Manage all complaints in accordance with this policy.</p> <p>Keep the RDAA EO, State EO and or Centre Manager informed of all complaints, grievances which cannot be resolved.</p>
All individuals and/or groups within the Organisation.	<p>Comply with this policy</p> <p>Act in accordance with the RDAA Value Statements and Codes of Conduct</p> <p>Report any incident of physical, sexual or emotional abuse.</p>



Riding for the Disabled Association of Australia NATIONAL MEMBER PROTECTION POLICY

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PART A: National Member Protection Policy

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NATIONAL MEMBER PROTECTION POLICY

How to Use this Document

1. Introduction

The National Member Protection Policy is produced as a National document and indicates a minimum standard. All members of RDA Australia, including members of affiliated State Associations and Centres, whether they are in a paid or unpaid position are bound by the policies and procedures of RDA including the policies and procedures in this document.

Part A: Introduction includes how to use this document, the responsibilities of members and the organisation, definitions of terminology in relation to discrimination and harassment. This information can assist complaints managers and decision makers in the organisation to develop policies and respond to incidents effectively, within RDA guidelines and in line with sport and recreation industry standards.

Part B: Codes of Behaviour includes the expectations of our members in regard to standards of behaviour when participating in RDA activities or representing RDA. Codes of behaviour also assist the complaints manager and decision makers when considering disciplinary action for breaches of the published codes.

Part C: Screening policies include an outline of how RDA recruits and screens our employees and volunteers for their suitability for work in the organisation. This includes Working with Children and Vulnerable People screening and National Police Clearances. There is different legislation applicable in each State so this section also includes the procedures followed by our State and Associate Members in each State and Territory.

Part D: Complaints Management includes the policies, procedures and processes that are available to members for making complaints and also outlines the decision making process for complaints managers and tribunals.

Part E: Forms and Reporting requirements is where you can find the forms for making and receiving a complaint.

The information in the Member Protection Policy is updated regularly (usually annually) and is an important reference document for decision makers in the organisation. It contains relevant, up to date information based on industry standards, legal requirements in regard to discrimination and can prevent poor decision making based on personal and unconscious bias.

The information in the document is supported by numerous online resources for training, policy templates and online training on Managing Complaints, Providing Child Safe Environments, Harassment and Discrimination. These are available on the Play By The Rules website managed by Sport Australia (Australian Sports Commission). RDA Australia is a recognised national sporting body for people with disabilities (NSOD) by the Australia Sports Commission.

If you require assistance in interpreting the policies and procedures in this document, please contact a Member Protection Information Officer at your Centre or State Office who can guide you through the process of making a complaint or deciding if your complaint meets the policies outlined herein. Or you can contact the Executive Officer of RDA Australia on:

RDA Australia, Executive Officer
PO Box 310 Torrensville SA 5031
Ph (08) 8354 4555
Email: admin@rda.org.au

www.rda.org.au

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2. Purpose of this policy

This National Member Protection Policy ("policy") aims to assist Riding for the Disabled (RDA) to uphold its core values and create a safe, fair and inclusive environment for everyone associated with our activities. It sets out our commitment to ensure that every person bound by the policy is treated with respect and dignity and protected from discrimination, harassment and abuse. It also seeks to ensure that everyone involved in RDA activities is aware of their key legal and ethical rights and responsibilities, as well as the standards of behaviour expected of them.

The attachments to this policy describe the practical steps we will take to eliminate discrimination, harassment, child abuse and other forms of inappropriate behaviour from our activities (including our sporting, recreational, therapy and educational activities). As part of this commitment, the policy allows Riding for the Disabled (RDA) to take disciplinary action against any person or organisation bound by this policy if they breach the policy.

This policy has been endorsed by the Board of RDA Australia and has been incorporated in to the RDA National Operations Manual.

This policy is supported by member protection policies that have been adopted and implemented by our affiliated State Member Associations and Centres.

The current policy and its attachments can be obtained from our website at: www.rda.org.au.

3 Who is bound by this policy

This policy should apply to as many persons as possible who are involved with the activities of RDA Australia, whether they are in a paid or unpaid/voluntary capacity:

- 3.1 persons appointed or elected to National, State and Centre boards, committees and sub-committees;
- 3.2 employees of RDA Australia, RDA State Member Associations or RDA Centres;
- 3.3 members of the RDA Australia Executive;
- 3.4 support personnel, including managers, physiotherapists, psychologists, masseurs, sport trainers and others;
- 3.5 coaches and assistant coaches;
- 3.6 participants;
- 3.7 judges, and other officials;
- 3.8 members, including life members of RDA Australia; and
- 3.9 riders, coaches, officials and other personnel participating in events and activities, including camps and training sessions, held or sanctioned by RDA Australia.

This policy will continue to apply to a person even after he or she has stopped their association or employment with RDA Australia, if disciplinary action against that person has begun.

4. Organisational responsibilities

The National RDA body and State Member Associations must:

- 4.1 adopt, implement and comply with this policy
- 4.2 ensure that this policy is enforceable
- 4.3 publish, distribute and promote this policy and the consequences of any breaches of the policy
- 4.4 promote and model appropriate standards of behaviour at all times
- 4.5 deal with any complaints made under this policy in an appropriate manner
- 4.6 deal with any breaches of this policy in an appropriate manner
- 4.7 recognise and enforce any penalty imposed under this policy
- 4.8 ensure that a copy of this policy is available or accessible to all people and organisations to whom this policy applies
- 4.9 use appropriately trained people to receive and manage complaints and allegations of inappropriate behavior e.g. Member Protection Information Officers
- 4.10 monitor and review this policy at least annually.

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5. Individual responsibilities

Individuals bound by this policy must:

- 5.1 make themselves aware of the contents of this policy;
- 5.2 comply with all relevant provisions of the policy, including any codes of conduct and the steps for making a complaint or reporting possible child abuse set out in this policy ;
- 5.3 consent to the screening requirements set out in this policy, and any state/territory Working with Children Checks if the person holds or applies for a role that involves regular unsupervised contact with a child or young person under the age of 18 or where otherwise required by law;
- 5.4 place the safety and welfare of children above other considerations;
- 5.5 be accountable for their behaviour: and,
- 5.6 comply with any decisions and/or disciplinary measures imposed under this policy.

6. Position statements

6.1 Child protection

RDA Australia is committed to ensuring the safety and wellbeing of all children and young people who are involved in our organisation. Our policies and procedures seek to address risks to child safety and to establish child safe culture and practices. Across Australia we deliver an active recreation program involving children and young people between the ages of 3 and 18 years in our horse related programs as well as volunteering opportunities for young people from the age of 12 years. We take seriously our responsibility to deliver a recreational environment that is caring, nurturing and safe. We promote equity and respect diversity by:

- Actively anticipating children's diverse circumstances and responding effectively to those with additional vulnerabilities
- By giving all children access to information, support and complaints processes, and
- Paying attention to the needs of children with a disability, Aboriginal and Torres Strait islander children and children from culturally diverse and linguistically diverse backgrounds.

It is the responsibility of everyone at RDA Australia from executive staff to volunteers to:

- Protect children and young people from all forms of abuse, bullying and exploitation by our people;
- be alert to incidents of child abuse and neglect occurring outside of our sport that may have an impact on the children and young people; and
- create and maintain a child safe culture that is understood, endorsed and put into action by all the individuals who work for, volunteer or access our programs and services.

We expect all within our organisation, regardless of their role or level of responsibility, to act to keep children safe from such harm by:

- adopting the practices and behaviour we have set as our standard when carrying out their roles, and
- reporting any abuse or neglect of which they become aware to our management and/or to external authorities responsible for child protection or to police, regardless of whether that abuse is being perpetrated by staff and volunteers within our organisation, or by those outside our sport including those from the child's family, extended family, their family's extended network or strangers.

6.1.1 Identify and analyse risk of harm

We will develop and implement a risk management strategy, including a review of our existing child protection practices, to determine how child-safe our organisation is. Our suite of child safe policies will be: accessible in forms that are easy to understand; have been informed by stakeholder consultation; and are communicated to children, young people and their families, our staff and volunteers and the general public. We regularly review our policies, gain endorsement of changes and advise our staff and volunteers of changes.

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6.1.2 Our staff and volunteers know the behaviour we expect

We ensure that each person involved in our delivery of services to children and young people understands their role and the behaviour we expect in relation to keeping children and young people safe from abuse and neglect through application of the Code of Behaviour. We utilise clear position descriptions which clearly state relevant child safe requirements. We have a Code of Behaviour, which is approved and endorsed from the highest levels of our organisation that outlines our expectations for behaviour towards children and young people. Our staff and volunteers are given a copy of and have access to the Code of Behaviour. Our staff and volunteers indicate, in writing, that they have read and are committed to the Code of Behaviour.

6.1.3 We minimise the likelihood of recruiting a person who is unsuitable

We have appropriate measures in place to minimise the likelihood that we will recruit staff or volunteer who are unsuitable to work/volunteer with children or young people. We have recruitment procedures that ensure:

- our child safe commitment is communicated to potential applicants for positions
- face to face interviews are held including experience and background working with children
- two professional references are requested
- screening checks are undertaken, including identity, criminal record, working with children or equivalent checks.

6.1.4 Induction and training is part of our commitment

We provide all new staff and volunteers with information during their induction about our commitment to keep children safe including our policy, Code of Behaviour and child abuse reporting policy. We have a process for ensuring all staff and volunteers complete child safe training. We support ongoing education and training for our staff and volunteers to ensure child safe information is provided in an ongoing way.

6.1.5 We encourage the involvement of children, young people and their parents

We involve and communicate with children and young people, and their families in developing a safe, inclusive and supportive environment. We provide information to children and their carers (such as brochures, posters, handbooks, guidelines) about:

- our commitment to keeping children safe and communicating their rights
- the behaviour we expect of our staff and volunteers and of themselves
- our policy about responding to child abuse

We have processes for encouraging two-way communication with children and families. We seek their feedback and have a process for responding. We respect diversity and seek to facilitate effective communication and involvement.

6.1.6 Our staff and volunteers understand their responsibility for reporting child abuse

Our policy for responding to child abuse is approved and endorsed from the highest levels of our organisation, and applies to all our staff and volunteers. The policy states that:

- staff and volunteers must immediately report abuse or neglect and any concerns with policies, practices or the behaviour of staff and volunteers.
- staff and volunteers must meet any legislated mandatory or other jurisdictional reporting requirements
- staff and volunteers must follow a specified process when reporting abuse or neglect including who will receive reports
- failure to report is serious misconduct

Our staff and volunteers are given a copy of and have access to the policy and understand the implications of the policy for their role. We document any allegation, disclosure or concern regarding child abuse and monitor responses to all allegations, disclosures or concerns.

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6.2 Taking images of children

There is a risk that images of children may be used inappropriately or illegally. RDA Australia requires that individuals and associations, wherever possible, obtain permission from a child's parent/guardian before taking an image of a child that is not their own. They should also make sure the parent/guardian understands how the image will be used.

To respect people's privacy, we do not allow camera phones, videos and cameras to be used inside changing areas, showers and toilets which we control or are used in connection with our activities.

When using a photo of a child, we will not name or identify the child or publish personal information, such as residential address, email address or telephone number, without the consent of the child's parent/guardian. We will not provide information about a child's hobbies, interests, school or the like, as this can be used by paedophiles or other persons to "groom" a child.

We will only use images of children that are relevant to our activities and we will ensure that they are suitably clothed in a manner that promotes participation in our activities. We will seek permission from the parents/guardians of the children before using the images. We require our member associations and clubs to do likewise.

6.3 Anti-discrimination and harassment

RDA Australia is committed to providing an environment in which people are treated fairly and equitably and that is, as far as practicable, free from all forms of discrimination and harassment.

We recognise that people may not be able to enjoy themselves or perform at their best if they are treated unfairly, discriminated against or harassed.

6.3.1 Discrimination

Unlawful discrimination involves the less favourable treatment of a person on the basis of one or more of the personal characteristics protected by state or federal anti-discrimination laws.

The personal characteristics protected by anti-discrimination laws include attributes such as race, age, disability, gender and race. The full list of protected personal characteristics is in the "Definitions" set out in the Dictionary of Terms.

Discrimination can be either direct or indirect.

- **Direct** discrimination occurs if a person treats, or proposes to treat, a person with a protected personal characteristic unfavourably because of that personal characteristic.
- **Indirect** discrimination occurs if a person imposes, or proposes to impose, a requirement, condition or practice that will disadvantage a person with a protected personal characteristic and that requirement, condition or practice is not reasonable.

For the purposes of determining discrimination, the offender's awareness and motive are irrelevant.

6.3.2 Harassment

Harassment is any unwelcome conduct, verbal or physical, that intimidates, offends or humiliates another person and which happens because a person has a certain personal characteristic protected by State or Federal anti-discrimination legislation.

The offensive behaviour does not have to take place a number of times, a single incident can constitute harassment.

Sexual harassment is one type of harassment. Sexual harassment is unwelcome conduct, remarks or innuendo of a sexual nature. It covers a wide range of behaviours and can be

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verbal, written, visual or physical. Sexual harassment is not limited to members of the opposite sex.

6.3.3 Prohibition against discrimination and harassment

We prohibit all forms of harassment and discrimination based on the personal characteristics listed in the “Definitions” set out in the Dictionary of Terms *[see clause 10]*.

Any person who believes they are being, or have been, harassed or discriminated against by another person or organisation bound by this policy is encouraged to raise their concerns with us. A person may make an internal complaint, and in some circumstances, they may also be able to make a complaint to an external organisation. (Refer to the attachments in Part D of this policy.)

6.4 Intimate relationships

RDA Australia understands that consensual intimate relationships (including, but not limited to sexual relationships) between coaches or officials and adult athletes may take place legally. However, this policy will help ensure that the expectations of coaches or officials are clear and, to ensure that if an intimate relationship does exist or develop between a coach or official and an adult athlete, that relationship will be managed in an appropriate manner.

Coaches and officials are required to conduct themselves in a professional and appropriate manner in all interactions with athletes. In particular, they must ensure that they treat athletes in a respectful and fair manner, and that they do not engage in sexual harassment, bullying, favoritism or exploitation.

We take the position that personal relationships (whether of a sexual nature or not) between coaches or officials and the adult athletes they coach should be avoided as they can have harmful effects on the athlete involved, on other athletes and coaches and on RDA's public image. These relationships can also be perceived to be exploitative due to the differences in authority, power, maturity, status, influence and dependence between the coach or official and the athlete.

6.5 Pregnancy

RDA Australia is committed to treating pregnant women fairly and to removing any unreasonable barriers to their full participation in RDA activities. We will not tolerate any discrimination or harassment against pregnant women. This includes pregnant women riding horses, coaching while pregnant or working with horses from the ground.

RDA Australia will take reasonable care to ensure the continuing safety, health and wellbeing of pregnant women. We will advise pregnant women that there may be risks involved with their continuing participation in horse riding and working with horses from the ground. We will encourage them to obtain medical advice about those risks. Pregnant women should be aware that their own health and wellbeing, and that of their unborn child, is of utmost importance in their decision-making about the extent they choose to participate in our activities.

We encourage all pregnant women to talk with their medical advisers, make themselves aware of the facts about pregnancy during horse riding and ensure that they make informed decisions about their participation in our activities. Pregnant women should make these decisions themselves, in consultation with their medical advisers and in discussion with RDA Australia. Fact Sheets about Pregnancy in Sport are available on the Australian Sports Commission website.

All participants are required to sign disclaimers before participating in RDA activities. This includes a disclaimer at the commencement of becoming an RDA participant or as an RDA volunteer or when entering an RDA competition. We will not require pregnant women to sign any additional disclaimer whilst they are pregnant other than the usual disclaimer forms that all RDA participants and volunteers are required to sign. We will not require women to undertake a pregnancy test.

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If a pregnant woman believes she is being, or has been, harassed or discriminated against by another person or organisation bound by this Policy, she may make a complaint. (Refer to the attachments in Part D of this policy.)

6.6 Gender identity

Gender identity means the gender-related identity, appearance or mannerisms or other gender-related characteristics of a person. This includes the way people express or present their gender and recognises that a person's gender identity may be an identity other than male or female. Some terms used to describe a person's gender identity include trans, transgender and gender diverse.

6.6.1 Gender identity discrimination and harassment

It is against the law to discriminate against someone based on their gender identity. While gender identity is commonly defined broadly (see 'Definitions' below), the Equal Opportunity Act defines 'gender identity' as a person of one sex identifying as a member of the other sex on a genuine basis by assuming characteristics of the other sex, or by living or seeking to live as a member of the other sex.. It is also against the law to discriminate against a person on the basis of sex. You should consider a person's sex to be what they say it is, whether or not it aligns with their sex as recorded at birth.

RDA Australia is committed to providing a safe, fair and inclusive environment all where people can contribute and participate. We will not tolerate any unlawful discrimination or harassment of a person because of their gender identity.

All incidents of discrimination – no matter how large or small or who is involved – require employers and managers to respond quickly and appropriately. A complaint of discrimination can be made using the RDA complaints process as outlined in Part D of this document.

All persons, regardless of gender identity, are entitled to be treated fairly and with dignity and respect at all times. We will not tolerate any unlawful discrimination or harassment of a person because of their gender identity. This includes discrimination or harassment of a person who is transgender or transsexual, who is assumed to be transgender or transsexual or has an association with someone who has or is assumed to be transgender or transsexual. (Refer to the attachments in Part D of this policy.)

We expect all people bound by this policy to act with sensitivity when a person is undergoing gender transition/affirmation.

If any person believes that they are being, or have been, harassed or discriminated against by another person or organisation bound by this policy because of their gender identity, they may make a complaint.

6.6.2 Participation in RDA activities

RDA Australia recognises sport and active recreation is an important part of life for many people. It can help us to engage, pursue and develop our talents and has significant health benefits. However, discrimination can affect some people's enjoyment of activities and prevent them participating. Confusion about legal obligations and a lack of understanding about transgender people – both by those who are responsible for team selection and administration and by other participants – can lead to discrimination, bullying and exclusion. There are exemptions under the Equal Opportunity Act 2010 regarding competitive sporting activities and single-sex competitions including where strength, stamina and physique are relevant to participation. However, for the equestrian sport in general, and RDA activities specifically, our

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activities and competition events do not specify single-sex competition levels and are non-specific regarding gender composition of teams.

Competition and event levels are based on functional ability and technical riding abilities. Issues of performance advantage can be addressed through the RDA functional classification process. RDA Australia will not seek to apply gender specific exemptions and will encourage our members at State and local Centre level to avoid gender specific competition and create inclusive participation opportunities for all RDA participants.

RDA Australia is aware that the International Olympic Committee (IOC) has established criteria for selection and participation in the Olympic Games. Where a transgender person aspires to compete at an elite level, we will refer them to the peak sporting body Equestrian Australia for advice, including information on drug testing, the World Anti-Doping Agency's Prohibited List, and processes to apply for Therapeutic Use Exemption.

6.6.3. What terms should I know about?

Sex refers to a person's biological sex traits and has historically been understood as either 'female' or 'male'.

Gender identity refers to a person's internal sense of self and how they identify, understand or perceive their gender.

Transgender or trans is someone whose gender identity does not exclusively align with their sex as recorded at birth.

Transsexual is sometimes used to describe a person who is taking steps or has taken steps to align their physical sex to their gender identity.

Cisgender is a person who identifies with their sex as recorded at birth.

Bi-gender/androgynous is someone who does not identify as exclusively male or female, regardless of their physical sex.

Intersex refers to people who are born with physical, hormonal or genetic features that are (a) neither wholly female nor wholly male; or (b) a combination of female and male; or (c) neither female or male. Intersex is a separate protected attribute under the *Sex Discrimination Act 1984 (Cth)* but not under state law.

Sexual orientation refers to sexual and emotional attraction to people of a particular sex or sexes. The Equal Opportunity Act also makes it unlawful to discriminate against someone on the basis of their sexual orientation. It is important to recognise that a person's sexual orientation is different to their sex or gender identity.

6.7 Responsible service and consumption of alcohol

RDA Australia is committed to conducting RDA activities and social events in a manner that promotes the responsible service and consumption of alcohol. We also recommend that state associations and member clubs follow strict guidelines regarding the service and consumption of alcohol.

In general, our policy is that:

- alcohol should not be available or consumed at RDA events involving children and young people under the age of 18;
- alcohol-free social events be provided for young people and families;

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- food and low-alcohol and non-alcoholic drinks be available at events we hold or endorse where alcohol is served;
- a staff member is present at events we hold or endorse where alcohol is served to ensure appropriate practices in respect of the consumption of alcohol are followed;
- safe transport options be promoted as part of any event we hold or endorse where alcohol is served.

6.8 Smoke-free environment

RDA Australia is committed to providing a safe and healthy environment at all RDA activities and social events that we hold or endorse. In general, our policy is that:

- no smoking shall occur at or near RDA activities involving children and young people under the age of 18. This policy shall apply to coaches, participants, officials and volunteers;
- social events shall be smoke-free, with smoking permitted at designated outdoor smoking areas; and
- coaches, officials, volunteers and participants will refrain from smoking while they are involved in an official capacity in RDA activities, both on and off the field.

6.9 Bullying

RDA Australia is committed to providing an environment that is free from bullying. We understand that bullying has the potential to result in significant negative consequences for an individual's health and wellbeing, and we regard bullying in all forms as unacceptable in our organisation.

Bullying is characterised by repeated, unreasonable behaviour directed at a person, or group of persons, that creates a risk to health and safety. Bullying behaviour is that which a reasonable person in the circumstances would expect to victimise, humiliate, undermine, threaten, degrade, offend or intimidate a person. Bullying behaviour can include actions of an individual or a group.

Whilst generally characterised by repeated behaviours, one-off instances can amount to bullying.

The following types of behaviour, where repeated or occurring as part of a pattern of behaviour, would be considered bullying:

- verbal abuse including shouting, swearing, teasing, making belittling remarks or persistent unjustified criticism;
- excluding or isolating a group or person;
- spreading malicious rumours; or
- psychological harassment such as intimidation.

Bullying includes cyber-bullying which occurs through the use of technology. New technologies and communication tools, such as smart phones and social networking websites, have greatly increased the potential for people to be bullied through unwanted and inappropriate comments. RDA Australia will not tolerate abusive, discriminatory, intimidating or offensive statements being made online. Frustration at a referee, teammate, coach or the governing RDA body should never be communicated on social networking websites. These issues should instead be addressed – in a written or verbal statement or a complaint – to the relevant controlling Centre, State or National Association.

If any person believes they are being, or have been, bullied by another person or organisation bound by this policy, he or she may make a complaint. (Refer to the attachments in Part D of this policy.)

6.10 Social networking

RDA Australia acknowledges the enormous value of social networking to promote RDA activities and celebrate the achievements and success of the people involved in our organisation.

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Social networking refers to any interactive website or technology that enables people to communicate and/or share content via the internet. This includes social networking websites such as Facebook and Twitter.

We expect all people bound by this policy to conduct themselves appropriately when using social networking sites to share information related to RDA activities.

In particular, social media activity including, but not limited to, postings, blogs, status updates, and tweets:

- must not contain material which is, or has the potential to be, offensive, aggressive, defamatory, threatening, discriminatory, obscene, profane, harassing, embarrassing, intimidating, sexually explicit, bullying, hateful, racist, sexist or otherwise inappropriate;
- must not contain material which is inaccurate, misleading or fraudulent;
- must not contain material which is in breach of laws, court orders, undertakings or contracts;
- should respect and maintain the privacy of others; and
- should promote the organisation in a positive way.

7. Complaints procedures

7.1 Handling complaints

RDA Australia aims to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of procedural fairness.

Any person (a complainant) may report a complaint about a person, people or organisation bound by this policy (respondent) if they feel they have been discriminated against, harassed, bullied or there has been any other breach of this policy.

In the first instance, complaints should be reported to a person authorised to manage complaints.

They may be referred to a **Member Protection Information Officer (MPIO)**. The MPIO role is:

- To provide information about a person's rights, responsibilities and options for making a complaint or raising a concern.
- They are generally impartial; they do not mediate or investigate complaints.
- They may be attached to the Centre, the State Office or the National organisation.
- They may also provide advice to the administrators or complaint handlers in regard to how the Member Protection Policy works.

Complaints may be directed to the Centre President, State or National Executive Officer who will hereafter be referred to as the **Complaints Manager**. The Complaints Manager is:

- A person in authority at Centre/State or National level.
- Responsible for ensuring that people's rights are being protected and that the activities that RDA delivers are safe, fair and inclusive for all members.
- A person that can respond to complaints quickly in an informed, transparent and impartial way.

A list of people to contact (Member Protection Information Officers and Complaints Managers) is available on the RDA Australia website www.rda.org.au.

If a complaint relates to behaviour or an incident that occurred at the:

- State level, or involves people operating at the State level, then the complaint should be reported to and handled by the relevant State Association in the first instance
- Centre level, or involves people operating at the Centre level, then the complaint should be reported to and handled by the relevant Centre in the first instance.

Only matters that relate to, or which occurred at, the national level, as well as serious cases referred from the state and Centre level, should be dealt with by the national body.

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A complaint may be handled informally or formally. The complainant may indicate his or her preferred option and the Complaints Manager should consider whether that is an appropriate way to handle the particular complaint. For example, the law may require that the complaint/allegation be reported to an appropriate authority.

All complaints will be dealt with promptly, seriously, sensitively and confidentially. Our procedures for handling and resolving complaints are outlined in Attachment D1.

Individuals and organisations may also seek to have their complaint handled by an external agency under anti-discrimination, child protection, criminal or other relevant legislation.

7.2 Improper complaints and victimisation

RDA Australia aims to ensure that our complaints procedure has integrity and is free of unfair repercussions or victimisation against any person making a complaint.

We will take all necessary steps to make sure that people involved in a complaint are not victimised. Disciplinary measures may be undertaken in respect of a person who harasses or victimises another person for making a complaint or supporting another person's complaint.

If at any point in the complaint handling process the Member Protection Information Officer or Complaints Manager considers that a complainant has knowingly made an untrue complaint, or the complaint is malicious or inappropriately intended to cause distress to the respondent, the matter may be referred in writing to the State or National Board for review and appropriate action, including possible disciplinary action against the complainant.

7.3 Mediation

RDA Australia aims to resolve complaints quickly and fairly. Complaints may be resolved by agreement between the people involved with no need for disciplinary action.

Mediation is a confidential process that allows those involved in a complaint to discuss the issues or incident in question and come up with mutually agreed solutions. It may occur before or after the investigation of a complaint.

If a complainant wishes to resolve the complaint with the help of a mediator, the State or National Executive Officer will, in consultation with the complainant, arrange for an independent mediator where possible. The cost of mediation will be borne by the State Office, where the complaint is managed by the State Association or by the National Office where the complaint is managed by the National Association. We will allow lawyers to participate in the mediation process.

More information on the mediation process is outlined in Attachment D2.

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7.4 Tribunals

In accordance with RDA Australia procedures a Tribunal may be convened to hear a proceeding:

- referred to it by Executive Officer of RDA Australia or the RDA Australia Board
- referred to it or escalated by a state association, because of the serious nature of the complaint, because it was unable to be resolved at the state level or because the policy of the state association directs it to be
- for an alleged breach of this policy.

Our Tribunal procedure is outlined in Attachment D4.

A respondent may lodge an appeal to the Appeal Tribunal in respect of a Tribunal decision. The decision of the Appeal Tribunal is final and binding on the people involved. Our appeals process is outlined in Attachment D4.

Every organisation bound by this policy will recognise and enforce any decision of a Tribunal or Appeal Tribunal under this policy.

8. What is a breach of this policy?

It is a breach of this policy for any person or organisation bound by this policy to do anything contrary to this policy, including but not limited to:

- 8.1 breaching the codes of behaviour (see Part B of this policy);
- 8.2 bringing the equestrian sport and/or RDA into disrepute, or acting in a manner likely to bring the equestrian sport and/or RDA into disrepute;
- 8.3 failing to follow RDA Australia policies (including this policy) and our procedures for the protection, safety and well-being of children;
- 8.4 discriminating against, harassing or bullying (including cyber-bullying) any person;
- 8.5 victimising another person for making or supporting a complaint;
- 8.6 engaging in an inappropriate intimate relationship with a person that he or she supervises, or has influence, authority or power over;
- 8.7 verbally or physically assaulting another person, intimidating another person or creating a hostile environment within RDA;
- 8.8 disclosing to any unauthorised person or organisation any RDA Australia information that is of a private, confidential or privileged nature;
- 8.9 making a complaint that they know to be untrue, vexatious, malicious or improper;
- 8.10 failing to comply with a penalty imposed after a finding that the individual or organisation has breached this policy; and
- 8.11 failing to comply with a direction given to the individual or organisation as part of a disciplinary process.

9. Disciplinary measures

RDA Australia may impose disciplinary measures on an individual or organisation for a breach of this policy.

Any disciplinary measure imposed will be:

- fair and reasonable;
- applied consistent with any contractual and employment rules and requirements;
- be based on the evidence and information presented and the seriousness of the breach; and
- be determined in accordance with our constituent documents, by-laws, this policy and/or the rules of the organisation (e.g. RDA competition rules and/or RDA policies and guidelines).

9.1 Individual

Subject to contractual and employment requirements, if a finding is made by a Tribunal that an individual has breached this policy, one or more of the following forms of discipline may be imposed.

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- 9.1.1 a direction that the individual make a verbal and/or written apology;
- 9.1.2 a written warning;
- 9.1.3 a direction that the individual attend counselling to address their behaviour;
- 9.1.4 a withdrawal of any awards, scholarships, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by RDA Australia;
- 9.1.5 a demotion or transfer of the individual to another location, role or activity;
- 9.1.6 a suspension of the individual's membership or participation or engagement in a role or activity;
- 9.1.7 termination of the individual's membership, appointment or engagement;
- 9.1.8 a recommendation that RDA Australia terminate the individual's membership, appointment or engagement;
- 9.1.9 in the case of a coach or official, a direction that the relevant organisation de-register the accreditation of the coach or official for a period of time or permanently;
- 9.1.10 any other form of discipline that the RDA Australia Board considers appropriate.

9.2 Organisation

If a finding is made that an RDA member or affiliate State Member has breached its own or this Member Protection Policy, one or more of the following forms of discipline may be imposed by the RDA Australia Board or delegated Tribunal Panel.

- 9.2.1 a written warning;
- 9.2.2 a direction that any rights, privileges and benefits provided to that organisation by the national body or other peak association be suspended for a specified period;
- 9.2.3 a direction that any funding granted or given to it by the RDA Australia cease from a specified date;
- 9.2.4 a direction that the RDA Australia cease to sanction events held by or under the auspices of that organisation;
- 9.2.5 a recommendation to RDA Australia Board that its membership of the national body be suspended or terminated in accordance with the relevant constitution or rules;
- 9.2.6 any other form of discipline that the national body or peak organisation considers reasonable and appropriate.

9.3 Factors to consider

The form of discipline to be imposed on an individual or organisation will depend on factors, such as:

- the nature and seriousness of the breach
- if the person knew, or should have known, that the behaviour was a breach of the policy
- the person's level of contrition
- the effect of the proposed disciplinary measures on the person, including any personal, professional or financial consequences
- if there have been any relevant prior warnings or disciplinary action
- the ability to enforce disciplinary measures if the person is a parent or spectator (even if they are bound by the policy)
- any other mitigating circumstances.

10. Dictionary of terms

This Dictionary sets out the meaning of words used in this policy and its attachments, without limiting the ordinary and natural meaning of the words. Further detail or definitions that are specific to different states and territories can be sourced from the relevant child protection authorities or equal opportunity and anti-discrimination commissions.

Abuse is the violation of an individual's human or civil rights through the act or actions of another person or persons. Types of abuse include physical abuse, psychological or emotional abuse, sexual abuse, constraints and restrictive practices, financial abuse, legal or civil abuse and systemic abuse.

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Affiliated Centre means an RDA Centre affiliated with the State/National Association.

Child means a person who is under the age of 18.

Child abuse involves conduct which puts a child at risk of harm and may include:

- **physical abuse**, which occurs when a child has suffered, or is at risk of suffering, non-accidental physical trauma or injury. This may include, but is not limited to, hitting, shaking or other physical harm; giving a child alcohol or drugs; or training that exceeds the child's development or maturity.
- **sexual abuse**, which occurs when an adult, other child, or adolescent uses their power or authority to involve a child in a sexual activity or any other inappropriate conduct of a sexual nature (e.g. sexual intercourse, masturbation, oral sex, pornography, including child pornography, or inappropriate touching or conversations).
- **emotional abuse**, which occurs when a child's social, emotional, cognitive or intellectual development is impaired or threatened. Emotional abuse can include, but is not limited to, emotional deprivation due to persistent rejection or criticism, hostility, teasing/bullying, humiliation, taunting, sarcasm, yelling, name-calling or placing unrealistic expectations on a child.
- **neglect**, which occurs when a child's basic necessities of life are not met and their health and development are affected. Basic needs include food, water, shelter, adequate clothing, personal hygiene, timely provision of medical treatment and adequate supervision.

Complaint means a complaint made under clause 7 of this policy.

Complainant means the person making a complaint.

Complaint handler/manager means the person appointed under this policy to manage and investigate a complaint.

Discrimination occurs when someone is treated (or is proposed to be treated) unfairly or less favourably than another person in the same or similar circumstances because of one of the personal characteristics covered by anti-discrimination laws. This is known as direct discrimination. Indirect discrimination occurs when there is (or is proposed) an unreasonable requirement, condition or practice that seems to treat everyone equally, but which has or is likely to have the effect of disadvantaging persons with a personal characteristic covered by anti-discrimination laws.

In Australia, it is against the law to discriminate against someone because of:

- age
- sex or gender
- gender identity
- intersex status
- race, colour, descent, national or ethnic origin, nationality, ethno-religious origin, immigration
- disability, mental and physical impairment
- family/carer responsibilities, status as a parent or carer
- marital status
- pregnancy, potential pregnancy, breastfeeding
- sexual orientation and gender identity
- physical features
- irrelevant medical record
- irrelevant criminal record, spent convictions
- political beliefs or activities
- religion, religious beliefs or activities
- national extraction or social origin
- lawful sexual activity
- profession, trade, occupation or calling
- member of association or organisation of employees or employers, industrial activity, trade union activity

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- defence service
- personal association with someone who has, or is assumed to have, any of the above characteristics

Examples of discrimination are available on the Play by the Rules website:

www.playbytherules.net.au/legal-stuff/discrimination

Some exceptions to state, territory and federal anti-discrimination law apply, including exceptions for sporting activities, such as:

- holding a competitive sporting activity for a specific age or age group (e.g. only those who are under the age of 15 years);
- excluding people on the basis of their sex and/or gender identity status from participation in a competitive sporting activity where the strength, stamina or physique of competitors is relevant to the specific activity (note that this does not apply to activity by children who are under the age of 12 years); and
- not selecting a participant if the person's disability means he or she is not reasonably capable of performing the actions reasonably required for that particular sporting activity.

Harassment is any type of unwelcome behaviour which has the effect of offending, humiliating or intimidating the person harassed. Unlawful harassment can be based on any of the personal characteristics covered by anti-discrimination law, such as a person's race, sex, pregnancy, marital status or sexual orientation (see the list under "Discrimination").

Public acts of racial hatred which are reasonably likely to offend, insult, humiliate or intimidate are also prohibited. This applies to spectators, participants or any other person who engages in such an act in public. Some states and territories also prohibit public acts that vilify people on other grounds such as homosexuality, gender identity, HIV/AIDS, religion and disability (see also "Vilification").

Member means a participant, volunteer, coach, official, staff, board or committee member.

Member Protection Information Officer means a person trained to be the first point of contact for a person reporting an issue or a complaint under, or a breach of, this policy.

Natural justice incorporates the following principles:

- persons who are the subject of a complaint must be fully informed of the allegations against them.
- persons who are the subject of a complaint must be given full opportunity to respond to the allegations and raise any matters in their own defence.
- all parties need to be heard and all relevant submissions considered.
- irrelevant matters should not be taken into account.
- no person may judge their own case.
- the decision maker/s must be unbiased, fair and just.
- the penalties imposed must be reasonable in response to the action.

Procedural fairness requires that:

- the respondent knows the full details of what is being said against him or her and they have the opportunity to respond;
- no person may judge their own case; and
- the decision-maker(s) must be unbiased, fair and just.

Police check means a national criminal history record check conducted as a pre-employment, pre-engagement or current employment background check on a person.

Policy means this Member Protection Policy.

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Respondent means the person whose behaviour is the subject of the complaint.

Role-specific codes of conduct (or behaviour) means standards of conduct required of people holding certain roles in our organisation (e.g. coaches, officials, umpires).

Sexual harassment means unwelcome behaviour of a sexual nature which could reasonably be expected to make a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include unwelcome physical contact, verbal comments, jokes, propositions, displays of pornographic or offensive material or other behaviour that creates a sexually hostile environment. Sexual harassment does not have to be intentional.

Sexual offence means a criminal offence involving sexual activity or acts of indecency. Because of differences under state and territory laws, this can include but is not limited to:

- rape
- indecent assault
- sexual assault
- assault with intent to commit sexual acts
- incest
- sexual penetration of child under the age of 16 years
- indecent act with child under the age of 16 years
- sexual relationship with child under the age of 16 years
- sexual offences against people with impaired mental functioning
- abduction and detention
- procuring sexual penetration by threats or fraud
- procuring sexual penetration of child under the age of 16 years
- bestiality
- soliciting a child under the age of 16 years to take part in an act of sexual penetration, or an indecent act
- promoting or engaging in acts of child prostitution
- obtaining benefits from child prostitution
- possession of child pornography
- publishing child pornography and indecent articles.

Transgender 'Transgender' is an umbrella term that refers to a person whose gender identity is different to their physical sex as recorded at birth. Transitioning refers to the process where a transgender person commences living as a member of another sex. This is sometimes referred to as the person 'affirming' their gender because transitioning means they start living in what they identify as their true gender. For people who are transitioning/affirming their gender, having their identity fully recognised in all areas of life is a crucial part of the experience of living as their affirmed gender.

Sexual orientation: The term 'sexual orientation' refers to a person's emotional or sexual attraction to another person, including, amongst others, the following identities: heterosexual, gay, lesbian, bisexual, pansexual, asexual or same-sex attracted.

Gender identity: The term 'gender identity' refers to a person's deeply held internal and individual sense of gender.

Gender expression: The term 'gender expression' refers to the way in which a person externally expresses their gender or how they are perceived by others.

Intersex: The term 'intersex' refers to people who have genetic, hormonal or physical characteristics that are not exclusively 'male' or 'female'. A person who is intersex may identify as male, female, intersex or as being of indeterminate sex.

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Victimisation means treating someone unfairly or unfavorably, or threatening to do so, because that person has, or intends to, pursue their right to make any complaint, including a complaint under government legislation (e.g. anti-discrimination legislation) or under this policy, or for supporting another person to make complaint.

Vilification means behaviour that occurs in public which incites hatred towards, serious contempt for, or revulsion or severe ridicule of a person or group of people because that person or persons have a particular personal characteristic. Anti-discrimination laws in Australia make it unlawful to vilify a person or group of persons on the basis of race, religion, homosexuality, transgender status and HIV/AIDS status.

NOTE: Additional obligations may apply under relevant/applicable state or territory anti-discrimination laws.



Riding for the Disabled Association of Australia NATIONAL MEMBER PROTECTION POLICY

1 January 2019

PART B: Codes of Behaviour

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CODES OF BEHAVIOUR

We seek to provide a safe, fair and inclusive environment for everyone involved in our organisation and in RDA activities.

To achieve this, we require certain standards of behavior by participants, coaches, officials, administrators, parents/guardians (of child participants) and spectators.

Our codes of behaviour are underpinned by the following core values.

- To act within the rules and spirit of our activities.
- To display respect and courtesy towards everyone involved in our organisation and prevent discrimination and harassment.
- To prioritise the safety and well-being of children and young people involved in RDA activities.
- To encourage and support opportunities for participation in all aspects of RDA activities.

ATTACHMENTS

- Attachment B1: Volunteer Code of Practice
- Attachment B2: Volunteer Code of Conduct
- Attachment B3: Coaches Code of Ethics (Australian Sports Commission)
- Attachment B4: Rider Code of Conduct (for competitions)

Codes of behaviour are not binding on non-members, such as parent/guardians and spectators, unless they have signed the code or another document in which they agree to be bound by the code.

It may therefore be difficult to discipline a parent/guardian or spectator under this policy.

RDA Australia, state associations and individual centres are encouraged to seek that all parents, coaches, officials, administrators and other relevant persons sign an agreement to be bound by this policy and/or any code of behaviour. Some ways to do this may be to include disclaimers on event tickets stating that by attending the event you understand that there is a code of behavior, event signage or centre signage describing expected codes of behavior.

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CODE OF PRACTICE AND RIGHTS GOVERNING VOLUNTEERS INVOLVED WITH RDA

To enhance volunteers' experience and comply with current legislation and duty of care RDA will:

- Acknowledge and respect the contributions of volunteers in RDA documentation and elsewhere as appropriate from time to time;
- Interview and place volunteers in accordance with anti discrimination and equal opportunity legislation;
- Provide volunteers with orientation and training, including opportunities to develop their skills and experience;
- Provide volunteers with a healthy and safe workplace in accordance with current practice and legislation;
- Provide appropriate insurance coverage for volunteers;
- Define volunteer roles and develop clear job descriptions;
- Provide appropriate levels of support and management for volunteers;
- Make volunteers aware of and provide them with access to the RDAA Volunteer Handbook and all documents relating to RDA volunteer policies;
- Provide volunteers with information on grievance, rights and responsibilities and disciplinary policies and procedures;
- Acknowledge the rights of volunteers;
- Will reimburse some out of pocket expenses incurred by volunteers on behalf of RDA providing prior approval has been given by the relevant RDA committee;
- Provide volunteers with accurate and truthful information about RDA;
- Have volunteers' confidential and personal information dealt with in accordance with the National Privacy Act 2001;
- Acknowledge that the relationship between RDA and volunteers is a reciprocal one;
- Acknowledge that volunteers are of equal status and deserve the same treatment as paid employees, and that RDA can expect the same standards of its volunteers as it expects of its paid employees;
- Ensure that volunteers only work in the area of their choice.

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RDA VOLUNTEER CODE OF CONDUCT

RDA requires every volunteer bound by this policy to:

1. Be ethical, fair and honest in all their dealings with other people and RDA
2. Treat all persons with respect and courtesy and have proper regard for their dignity, rights and obligations
3. Always place the safety and welfare of children and vulnerable adults above other considerations
4. Comply with RDAA's Constitution, rules and policies including the Volunteer Policy
5. Operate within the rules and spirit of the organisation
6. Comply with all relevant Australian laws (Federal and State) particularly antidiscrimination and child protection laws
7. Be responsible and accountable for their conduct
8. Make a commitment to providing quality service
9. To not use their involvement with RDA to promote their own beliefs, behaviours and practises where these are inconsistent with those of RDAA, a Member State or Territory or Affiliated Centre.
10. Demonstrate a high degree of individual responsibility when dealing with persons who are under 18 years of age or non-consenting adults with a disability, as your words and actions are an example
11. Avoid unaccompanied and unobserved activities with persons who are under 18 years of age or vulnerable adults, wherever possible
12. Refrain from any form of harassment of others
13. Refrain from any behaviour that may bring RDAA, A Member State or Territory or an Affiliated Centre into disrepute
14. Show concern and caution towards others who may be sick or injured
15. Be a positive role model
16. Understand the repercussions if they breach, or are aware of any breaches of, this code of conduct

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COACH'S CODE OF ETHICS

1. Respect the rights, dignity and worth of every human being	<ul style="list-style-type: none"> Within the context of the activity, treat everyone equally regardless of sex, disability, ethnic origin or religion
2. Ensure the athlete's time spent with you is a positive experience	<ul style="list-style-type: none"> All athletes are deserving of equal attention and opportunities
3. Treat each athlete as an individual	<ul style="list-style-type: none"> Respect the talent, developmental stage and goals of each athlete Help each athlete reach their full potential
4. Be fair, considerate and honest with athletes	
5. Be professional and accept responsibility for your actions	<ul style="list-style-type: none"> Display high standards in your language, manner, punctuality, preparation and presentation Display control, respect, dignity and professionalism to all involved with the sport - this includes opponents, coaches, officials, administrators, the media, parents and spectators Encourage your athletes to demonstrate the same qualities.
6. Make a commitment to providing a quality service to your athletes	<ul style="list-style-type: none"> Maintain or improve your current NCAS accreditation Seek continual improvement through performance appraisal and ongoing coach education Provide a training program which is planned and sequential Maintain appropriate records
7. Operate within the rules and spirit of your sport	<ul style="list-style-type: none"> The guidelines of national and international bodies governing your sport should be followed. Please contact your sport for a copy of its rule book, constitution, by-laws, relevant policies, eg anti-doping policy, selection procedures, etc Coaches should educate their athletes on drugs in sport issues in consultation with the Australian Sports Drug Agency (ASDA)
8. Any physical contact with athletes should be: <ul style="list-style-type: none"> appropriate to the situation necessary for the athlete's skill development* 	
9. Refrain from any form of personal abuse towards your athletes*	<ul style="list-style-type: none"> This includes verbal, physical and emotional abuse Be alert to any forms of abuse directed toward your athletes from other sources while they are in your care
10. Refrain from any form of harassment towards your athletes*	<ul style="list-style-type: none"> This includes sexual and racial harassment, racial vilification and harassment on the grounds of disability You should not only refrain from initiating a relationship with an athlete, but should also discourage any attempt by an athlete to initiate a sexual relationship with you, explaining the ethical basis of your refusal
11. Provide a safe environment for training and competition	<ul style="list-style-type: none"> Ensure equipment and facilities meet safety standards Ensure equipment, rules, training and the environment are appropriate for the age and ability of the athletes
12. Show concern and caution toward sick and injured athletes	<ul style="list-style-type: none"> Provide a modified training program where appropriate Allow further participation in training and competition only when appropriate Encourage athletes to seek medical advice when required Maintain the same interest and support toward sick and injured athletes
13. Be a positive role model for your sport and athletes	

* Please refer to the Harassment-free Sport guidelines available from the Australian Sports Commission for more information on harassment issues

Coaches should...

- ♦ be treated with respect and openness
- ♦ have access to self-improvement opportunities
- ♦ be matched with a level of coaching appropriate to their level of competence

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RDA RIDER CODE OF CONDUCT

The following is a code of conduct that is expected of all riders and persons involved in all competition events and displays under the auspices of RDA.

- In all equestrian sports, the horse must be considered paramount.
- The National and International rules and regulations in equestrian sport regarding the health and welfare of the horse must be adhered to not only during National RDA events but also in training.
- Riders are expected to treat the horse they ride, whether their own or borrowed from others with consideration and respect.
- Respect the rights, dignity and worth of fellow participants, coaches, officials, volunteers and spectators;
- Do not tolerate acts of aggression;
- Respect the talent, potential and development of fellow participants and competitors;
- Care for the equipment provided to you as part of your program.
- Be frank and honest with your coach concerning illness and injury and your ability to participate fully within the program requirements;
- At all times avoid intimate relationships with your coach;
- Riders should at all times, act in a manner so as to not bring the athlete, the sport, or RDA into public disrepute or censure.
- Conduct yourself in a professional manner relating to language, temper and punctuality, be courteous, kind and always set a good example in dress and behaviour.
- Abide by the rules of competition and respect the decision of the judges and stewards, making all appeals through the formal process and respecting the final decision;
- Be honest in your attitude and preparation to training and participation. Work equally hard for yourself and your team;
- Cooperate with coaches, volunteers and staff in development of programs to adequately prepare you to perform at your best;
- Riders must not have used or administered any substance that, if it had been detected as being present in the rider's body tissue or fluids, would have constituted doping as defined in the APC's Anti-Doping Policy.
- Riders are expected to be good ambassadors for RDAA, Equestrian sport and for themselves
- Understand the repercussions if you breach, or are aware of any breaches of, the RDA Member Protection Policy.



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PART C: Employment Screening/Working with Children Check Requirements

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Child Safe Recruitment and Screening Requirements

Please Note: The National Member Protection Policy is produced as a National document and indicates a minimum standard. Each State/Territory has individual regulations and/or Screening requirements and procedures. Refer to the specific information under your State heading.

Purpose

RDA has developed recruitment and screening processes to provide a fair, consistent and comprehensive recruitment process across our organisation. RDA takes the protection of children, young people and vulnerable adults seriously and ensures that we recruit staff and volunteers who are suitably qualified and committed to providing professional, safe and enjoyable programs and services to our members.

Responsibilities

The following key personnel are responsible for the development and implementation of recruitment and screening requirements in our organisation:

Position	Responsibility
Executive Officer and Board of RDA Australia	Implement policy and procedure across the organisation. Ensure staff and volunteers have access to and understand this policy and related procedures. Provide access to support, training and advice for managers and volunteer coordinators to understand these policies and procedures.
State Boards and Centre Committees	Adopt policies and procedures relevant for their State legislation. Implement consistent procedures at State and Centre level. Ensure staff and volunteers understand and comply with policies and procedures.
Volunteers and staff	Compliance with policies and procedures.

Recruitment Procedures

Recruitment procedures may vary slightly State by State (refer to the specific information under your State heading), however, RDA will as a minimum standard require that:

- Standard position descriptions for key roles within the organisation are available to be adopted or modified to meet job requirements.
- All applicants with direct contact with children and young people are required to attend a face to face interview.
- Induction interviews and procedures will include highlighting our organisation's commitment to providing a safe environment for all participants, including codes of behaviour, appropriate use of language around children, young people and vulnerable adults, appropriate physical contact, respect and dignity for all participants of RDA, our screening requirements and their purpose.
- Standard RDA volunteer registration forms will include a requirement to nominate 2 referees that may be contacted by the organisation to assess applicant suitability.
- Working with children and vulnerable adult screening procedures will be required according to legislative requirements in the relevant State, including proof of identity checks.

Policy

For all people of 18 years and over associated with our organisation who work with, coach or have regular contact with children and vulnerable adults we will, and require our affiliated Member States and Centres to, comply with the requirements under the Protection of Children legislation relevant in their States.

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Working With Children Checks

The person responsible for recruiting staff and/or volunteers will sight the applicable Working With Children Check (WWCC) depending on the jurisdiction in the relevant State or Territory. Our organisation will not engage a person who does not have a satisfactory WWCC.

It is a serious breach of this policy (and in some cases legislation) if an individual, who has convictions that would make him/her ineligible to work with children, to gain employment or be allowed to volunteer working with children or young people. It is also a serious breach if an individual continues in his/her employment, coaching or volunteer role with us if they have been charged or convicted of a crime that would make them ineligible to be granted a WWCC.

National Criminal History Checks

Depending on the relevant State or Territory legislation we require our selected candidates to complete a National Criminal History Check (also known as a police check) where a Working With Children Check is not possible/not required.

Unless an applicant's criminal history poses a risk to children and young people, a criminal history does not automatically preclude the person from volunteering or obtaining work with our organisation. If the information on their criminal history check is relevant to the conditions of their employment or volunteering duties, we provide the person to respond to the contents of the check (if they wish to do so). A person in the organisation responsible for recruitment (Centre President, State Manager or RDAA CEO) will provide a decision in writing with respect to the person's eligibility for employment or volunteering based on the criminal history check along with the rationale for that decision to the applicant.

Copies of police checks will not be retained by the organisation. However the date and certificate number will be recorded on file. Wherever possible the applicant will not be offered a position until the clearance is completed.

Monitoring Compliance with Working With Children Checks and Criminal History Clearances

We maintain procedures to ensure that all staff and volunteers undergo a periodic 'working with children' check or equivalent as well as a 'national criminal history record' check to confirm that they do not have criminal charges and/or convictions that would pose a particular risk if they work with children, young people or vulnerable adults.

Exemptions

Not everyone who encounters children and young people as part of their work or volunteering activities are required to complete WWCC procedures depending on jurisdiction. However, the organisation will apply exemptions in limited cases only such as:

- persons under 18 years of age
- visitors and/or volunteers attending for a one-off event of not more than 14 days (or less where legislation is different)
- interstate RDA members visiting for work or volunteering if they hold an interstate Working With Children Check and the visit will not exceed 30 days.

Minors

If the relevant legislation requires minors (under 18 years of age) to comply with Working With Children Checks and/or National Criminal History checks we will require our affiliated Member States and Centres to comply with those requirements. If the guidelines specifically exempt minors from undergoing such checks we will require those minors to be subject to:

- screening during recruitment interviews and reference checks for their suitability for duties offered and
- provide comprehensive on-the-job supervision.

Records and documentation

We maintain records, and require our affiliated Members to maintain records of our recruitment and screening processes including applications, WWCC/police certificate numbers, interview and induction processes.

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Riding for the Disabled Association of Tasmania Inc. Working with Vulnerable People (WWVP) Screening Policy and Procedures

Background

The *Working with Vulnerable People Act 2013* (the WWVP Act) aims to protect vulnerable people, children and adults from harm by providing a high standard of compulsory background checking for anyone involved in child and adult related regulated activity. The WWVP Act requires those who work or volunteer with vulnerable people to have a background check and be registered. For exemptions to this Act please refer to the Volunteer WWVP Exemptions section on the next page.

Policy

It is the policy of RDA Tasmania to safeguard the welfare and safety of all children and adults who participate in our activities or access our services. RDA Tasmania takes all reasonable steps to ensure that, through relevant training and procedures all young people and adults taking part in RDA activities do so in a safe and friendly environment. We acknowledge the valuable contribution made by our members and volunteers and their active participation in providing a safe, fair and inclusive environment for all participants.

Volunteer WWVP requirements

Volunteers recorded on the RDA Tasmania database are required to:

- Register and obtain a general registration WWVP card. There must not be any restrictions on the WWVP card.
- Provide a copy of their current WWVP card to RDA Tasmania for recording on the database.
- Ensure the card remains current.
- Advise the RDA Tasmania Secretary in writing of any restriction imposed on the card.
- Carry the card at all times and have it readily available for audit by RDA Tasmania or ad hoc in-centre spot checks.
- New volunteers cannot start working in the program until they have shown their temporary receipt/WWVP registration number. Outstanding WWVP cards will be monitored on the RDA Tasmania data base and followed up after a period of three weeks.

Volunteer WWVP Exemptions

Not everyone who encounters vulnerable people as part of their work or volunteering activities at RDA Tasmania needs to be registered. The WWVP Act outlines the circumstances under which a person does not need to be registered. However it is a RDA Tasmania requirement that all volunteers obtain a WWVP card with the following exceptions:

- Anyone under the age of 16.
- A school student aged 16 and over on a work experience placement or doing practical training for a period of less than three (3) weeks.
- Life members not involved with the RDA Programs.
- Volunteers who do not work with vulnerable people, for example volunteers doing maintenance work outside of the RDA program hours.
- An employee or volunteer who has current registration in another state or territory and is engaging in a similar activity with similar responsibilities does not need a separate Tasmanian registration. However, this exclusion will only apply if the person is engaged in this activity for not more than one month (28 days) in any 12 month period.

Board and Committee Screening Requirements

While the WWVP Act allows for an exemption for Board and Committee members who do not have regular involvement with RDA programs, it is RDA Tasmania's requirement for all Board and Committee members to complete the WWVP screening process.

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In addition, any person serving on a Board or Committee or handling money on behalf of RDA must also complete a National Police Clearance. A National Police Certificate will expire 3 years from date of issue.

RDA Tasmania and affiliated centres will assist with the application process through <http://www.police.tas.gov.au/services-online/police-history-record-checks/>

Centre responsibilities – WWVP Cards

To ensure all volunteers are aware of their responsibilities, card currency and availability of their WWVP card, the following actions are taken:

- All new volunteers are required to apply for and provide a general registration WWVP card (with no restrictions) prior to the start of the RDA volunteer training.
- Information on the WWVP card is discussed in Induction and on hand-outs to volunteers providing the cost and the process to apply for the card.
- Program Volunteers: School Term reminder emails to check the card for currency and remind volunteers to have the card readily available if audited, example text of the reminder: *“Please check the expiry date on your WWVP card. All cards must be current, without restrictions, and readily available, should an audit be required”*.
- All Volunteers: WWVP reminders placed in e-newsletter, for example: *“Please ensure you have your current ‘Working with Vulnerable People’s’ card readily available with you, while at an RDA Centre so that the card can be presented upon request when a spot check occurs”*.

WWVP Legislation

It is an offence if a person engages in a regulated activity for which they are required to be registered, and they are not registered.

It is an offence:

- if they are not registered and know this or,
- they have failed to take appropriate steps to comply with the requirements for engaging in a regulated activity

For an individual, penalties apply.

Tasmania Contacts

Working with Children and Vulnerable People Checks

Department of Justice

Website: www.justice.tas.gov.au/working_with_children

Phone: 1300 13 55 13

National Police Clearance

Tasmania Police

Website: <http://www.police.tas.gov.au/services-online/police-history-record-checks/>

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Riding for the Disabled Association of South Australia Inc. Managing Volunteers Working With Children Screening Policy and Procedures

Policy

The minimum requirements under South Australian legislation (*Children and Young People (Safety) Act 2017* and the *Children's Protection Act 1993*) require all volunteers aged 18 or over to complete a DCSI check. RDA SA exceeds this minimum standard and requires all people over the age of 16 or older associated with our organisation who work with, coach or have regular unsupervised contact with children and vulnerable adults to participate in a DCSI screening process. We require our SA State Association and Centres to follow this procedure.

Procedure

Volunteers will complete a DCSI Child Related and Vulnerable Persons Work screening process.

The process involves:

- An online registration process
- Proof of identity
- Verification by an officer of the organisation that the person is a registered volunteer
- A national criminal history assessment
- A risk assessment

The application process is online between the volunteer and DCSI. The information returned from the screening process is sent directly to the volunteer. We will not keep information collected on file. The volunteer is responsible for presenting their screening check to the RDA Centre and the number/code will be recorded on their volunteer file. The records of all people appointed to our organisation will be kept on file in a secure location.

All volunteers will be under direct supervision when working with children until their screening process is completed.

Volunteers without direct contact with children or vulnerable persons (for example maintenance volunteers or committee members) must participate in a police history screening check which follows a similar online procedure as described above and does not attract a fee for volunteer organisations.

The Centre and the State Office will monitor outstanding screening checks to ensure that every volunteer has participated in the process.

South Australia Contacts

Department for Education - Childsafe Environments Phone: 1800 088 158
<https://www.education.sa.gov.au/child-protection/child-safe-environments>

National Police Check
www.police.sa.gov.au/services-and-events/apply-for-a-police-record-check

DCSI Child Related Work Screening
<https://screening.sa.gov.au/>

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Riding for the Disabled Association of Queensland Inc. Working With Children and Vulnerable People Screening Policy and Procedures

Policy

This policy sets out the screening process for people in Riding for the Disabled Association of Queensland Inc (RDAQ) who work, coach, supervise or have regular contact with people under the age of 18 years. RDAQ complies with the *Working With Children (Risk Management and Screening) Act 2000*.

Procedure

RDAQ will, and also requires affiliated centres to, maintain a consistent recruitment, screening and selection process which includes:

- All applicants with direct contact with children, young people and vulnerable adults are required to meet face-to-face for a recruitment interview.
- When applying for volunteering with RDAQ we will ask volunteers to complete a registration form including 2 referees which may be contacted as a reference.
- Induction interviews and procedures will include highlighting our organisation's commitment to providing a safe environment for all participants, including codes of behaviour, appropriate use of language around children, young people and vulnerable adults, appropriate physical contact, respect and dignity for all participants of RDAQ, our screening requirements and their purpose
- Require all employees and volunteers over 18 years to complete a relevant screening process.

Working with Children Checks – Blue Card (Queensland)

A person will need a Working with Children Check, also known as the **blue card**, if they propose to work in a paid or voluntary capacity or to carry on a business in a child-related area regulated by the *Working With Children (Risk Management and Screening) Act 2000*.

The check is a detailed national criminal history check including charges and investigations relating to children. People such as those with previous convictions involving children are disqualified from applying for or renewing a blue card (refer to website below for details).

A blue card remains current for three years.

Volunteers and trainee students must hold a Blue Card **before** they can commence volunteer work or a practical placement in the area of their training.

Existing card holders will be notified by the Queensland Commission for Children and Young People and Child Guardian before their card expires.

This policy forms part of our documented child protection risk management framework and is reviewed each year.

Exemptions

Volunteers under 18 years of age are exempt from requiring a blue card unless they are a trainee student doing a practical placement as a part of their studies with an education providers. Visiting volunteer guests are exempt where the activity is less than 10 days no more than twice per year and the person is unlikely to be alone with a child or young person.

Queensland Contact

Blue Card Services, Queensland Government
<https://www.bluecard.qld.gov.au/index.html>

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Riding for the Disabled Associate Members in Northern Territory Working With Children and Vulnerable People Screening Policy and Procedures

Policy

RDA Australia Associate Members in the Northern Territory comply with the *Care and Protection of Children Act 2007 (NT)* and follow the procedures for Working With Children Checks known in NT as the “Ochre Card”.

This policy applies to all people of 16 years and over, associated with our organisation who work with, coach or have regular contact with children and vulnerable adults at RDA affiliated Centres in the NT. All staff and volunteers will be under direct supervision when working with children by a person who holds a Ochre Card until their screening process is completed.

Procedure

Our organisation will maintain a consistent recruitment, screening and selection process which includes:

- All applicants with direct contact with children, young people and vulnerable adults are required to meet face-to-face for a recruitment interview.
- When applying for volunteering with RDA we will ask volunteers to complete a registration form including 2 referees which may be contacted as a reference.
- Induction interviews and procedures will include highlighting our organisation’s commitment to providing a safe environment for all participants, including codes of behaviour, appropriate use of language around children, young people and vulnerable adults, appropriate physical contact, respect and dignity for all participants of RDA, our screening requirements and their purpose.

Working with Children Checks – Ochre Card

The procedure includes:

- A criminal and employment history check of offences related to children
- Proof of identity check and personal identification (or photo)
- Payment of a fee
- Verification by an officer of the organisation that the person is a registered volunteer
- A risk assessment

The volunteer is obligated under the legislation to show their Ochre Card to the Centre as proof of clearance. Ochre cards are valid for two years.

Exemptions

Exemptions apply for visitors working as volunteers for less than 14 days.

Northern Territory Contact

Northern Territory Screening Authority

<https://nt.gov.au/emergency/community-safety/working-with-children-clearance-before-you-apply> Phone: 1800 SAFE NT (1800 723 368)

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Riding for the Disabled Associate Members in NSW Working With Children and Vulnerable People Screening Policy and Procedures

Policy

For all people of 18 years and over, associated with our organisation who work with, coach or have regular contact with children and vulnerable adults we require our NSW affiliated Centres to comply with the requirements under the *Child Protection (Working with Children) Act 2012 (NSW)* for Working With Children Clearance (WWCC) procedures.

Procedure

Our organisation will maintain a consistent recruitment, screening and selection process which includes:

- All applicants with direct contact with children, young people and vulnerable adults are required to meet face-to-face for a recruitment interview.
- When applying for volunteering with RDA we will ask volunteers to complete a registration form including 2 referees which may be contacted as a reference.
- Induction interviews and procedures will include highlighting our organisation's commitment to providing a safe environment for all participants, including codes of behaviour, appropriate use of language around children, young people and vulnerable adults, appropriate physical contact, respect and dignity for all participants of RDA, our screening requirements and their purpose.

Working With Children Checks - NSW

This is a free online process for volunteers that includes:

- a proof of identity check and,
- a national police history check.

The Centre will verify the requirements for the WWCC are met for each volunteer, that they are current and valid by checking the online register. Our organisation will not engage a person who does not have a satisfactory Working With Children Check record.

Working With Children Checks in NSW are valid for five years.

Exemptions

Not everyone who encounters children and young people as part of their work or volunteering activities at RDA Centres in NSW need to complete the WWCC procedure. The following persons are exempt:

- persons under 18 years of age
- a volunteer who works for a period of not more than 5 working days in a calendar year, if the work involves minimal direct contact with children or is supervised when children are present
- a visiting speaker, adjudicator, performer, assessor or other similar visitor for a one off occasion, in the presence of one or more other adults
- interstate visitors can work or volunteer up to 30 days per year if they hold an interstate Working With Children Check.

New South Wales Contact

Office of the Children's Guardian

www.kidsguardian.nsw.gov.au/check

Phone: 02 9286 7276

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Riding for the Disabled Association of ACT Inc. **Working With Children and Vulnerable People Screening Policy and Procedures**

Policy

For all people of 16 years and over, associated with our organisation who work with, coach or have regular contact with children and vulnerable adults we follow the requirements as determined by the *Working With Vulnerable People (Background Checking) Act 2011 (the WWVP Act)*.

Procedure

This is an online process that conducts a risk assessment of conviction and non-conviction history and a background screening process. This includes a proof of identity check.

A registration card is issued with a unique registration number and must be provided to the RDA Centre or RDA State Association on request. Registered persons must comply with these procedures as determined by the WWVP Act:

- Must hold a current WWVP registration card and carry your card at all times when involved with RDA activities.
- Must produce your card when asked by an authorised person or the police.
- Should produce your card when asked by parents and carers.

All volunteers will be under direct supervision when working with children until their screening process is completed.

Exemptions

Not everyone who encounters children and young people as part of their work or volunteering activities needs to complete the WWVP check. The following exemptions apply under the WWVP Act where a person:

- is under 16 years of age,
- does not work with or volunteer with children or vulnerable people for more than three days in four weeks and seven days in 12 months (other than an overnight camp),
- is an interstate visitor that meets the screening requirements in their State as long as they do not work with vulnerable people for more than 28 days in 12 months,
- is a close relative of the vulnerable people they work with, or
- is a school student on a work experience placement or doing practical training.

(other exemptions apply under the WWVP Act however these are the most relevant to RDA activities)

Australian Capital Territory Contact

Access Canberra

https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1804/~/working-with-vulnerable-people

Phone: 13 22 81

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Riding for the Disabled Association of Victoria Inc.

Working With Children Checks Screening Policy and Procedures

Updated 2017

Scope

This policy relates to all employees, coaches and volunteers aged 18 and over who work or volunteer in an RDA activity.

Purpose

To minimise the risk of harm to children and vulnerable adults by requiring employees, coaches, volunteers and contractors who are at a centre during lesson times to provide evidence that they have appropriate approvals to work with children in accordance with legislation and the Justice Department.

Procedure

RDA Victoria will assess and verify the suitability of employees, volunteers and coaches who will work with children and vulnerable adults. RDA Victoria requires every employee, volunteer and coach who is aged 18 and over to have a Working with Children Check, regardless of their occupation (police officers, teachers etc.) In addition to a Working with Children Check, RDA Victoria may also require a police check. This may be considered necessary when certain offences are relevant to the duties of the individual. If a police check is necessary the cost will be covered by RDA Victoria.

The Working with Children Check is a minimum checking standard set by the *Working with Children Act 2005* for those who work with children, either on a paid or voluntary basis. It checks for serious sexual, violent and drug-related offences as well as disciplinary findings of professional agencies. To be an employee, volunteer or coach who is aged 18 and over in RDA Victoria a valid Working with Children Check Card is required. This card is:

- valid for 5 years,
- transferable between organisations,
- free of charge for volunteers, but cannot be used for paid employment,

Under the section marked 'Details of Organisation', candidates must ensure they state Riding for the Disabled Association of Victoria. Working with Children Checks for paid employment can be used to show suitability for volunteer work.

Responsibilities

It is the responsibility of the Centre Committee of Management and the State Office to ensure that all required individuals have a Working with Children Check before they commence volunteering. RDA Victoria applies privacy principles when collecting, using, retaining or disposing of personal or health information in accordance with the *Privacy Act 1988* and the *Health Records Act 2001*.

Maintaining records

A copy of the Working with Children Check will be kept on file on the volunteer form sent into the State Office at the beginning of each year. It is responsibility of the Centre Committee of Management, volunteers and coaches to ensure that:

- All volunteers provide RDA Victoria with a successful Working with Children Check before commencing duties.
- Notify the State Office if there has been a relevant change in their circumstances, for example, if they have been found charged or found guilty of a new relevant offence or if their Working with Children Check has been suspended.
- Apply for a new Working with Children Check before their card expires.

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Procedure for Recruitment of New Volunteers

To maintain the highest standards of care and responsibility in their work and maintain the trust of riders, families and caretakers, all groups must be in a position to attest to the character of all volunteer participants. The following recruitment procedures will be followed:

- All volunteers will complete a Volunteer Application Form
- All volunteers, aged 18 and over, must have a current Working With Children check regardless of their occupation (e.g. teacher, police, carer, parent).
- All new volunteers are required to supply two character references that are not family members.
- Contact should be made with the referees by the centre and comments of these referees should be noted in an appropriate form and maintained confidentially by the Centre Secretary.
- If the Centre has concerns about the appropriateness of the potential volunteer and wishes to pursue the investigation to the extent of a police check of the person, the cost of such a check will be met by RDAV. The individual must be informed of the intention of the Centre to seek this information prior to initiating the request through the State Office. If a potential volunteer refuses, no check will be done and the individual will not be accepted to volunteer for RDAV.
- The specific issue of the existence of a conviction for drunk-driving should alert Centres that the volunteer may not be responsible to transport clients.
- All volunteers must be educated and trained in safe working practices according to the RDAA Volunteer Training and all relevant Volunteer Competency Cards must be completed and a record kept by the centre
- Volunteers must recognise that RDA Victoria is a Child Safe Organisation as outlined by the Victorian Government and must read the Child Safe Policy

Exemptions

The following exemptions apply under the *Working with Children Act 2005*.

- **Minors**
If you are age 17 and under you are not required to have a Working with Children Check.
- **Participants**
Participants in the RDA program do not need a Working with Children Check. However, if the participant is age 18 and over and also volunteers in an RDA activity they need to have a Working with Children Check.
- **Visitors**
Prospective volunteers, members of the public and guests to the centre who do not perform any volunteer duties and only spectate for the day do not require a Working with Children Check.
- **Contractors**
External contractors who are not on the grounds during Centre session days do not require a Working with Children Check. If the contractor is on the grounds during session times they must have a Working with Children Check.

Victoria Contact

Department of Justice

www.workingwithchildren.vic.gov.au

Phone: 1300 652 879

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Riding for the Disabled Associate Members in Western Australia Working With Children and Vulnerable People Screening Policy and Procedures

Policy

For all people of 18 years and over, associated with our organisation who volunteer, work with, coach or have regular contact with children and vulnerable adults we require affiliated Centres to comply with the requirements under the *Working with Children (Criminal Record Checking) Act 2004* for Working With Children (WWC) procedures.

Procedure

Our organisation will maintain a consistent recruitment, screening and selection process which includes:

- All applicants with direct contact with children, young people and vulnerable adults are required to meet face-to-face for a recruitment interview.
- When applying for volunteering with RDA we will ask volunteers to complete a registration form including 2 referees which may be contacted as a reference.
- Induction interviews and procedures will include highlighting our organisation's commitment to providing a safe environment for all participants, including codes of behaviour, appropriate use of language around children, young people and vulnerable adults, appropriate physical contact, respect and dignity for all participants of RDA, our screening requirements and their purpose.

Working With Children Checks - WA

An independent lodgement process will be conducted:

- by authorised Australia Post outlets
- including a proof of identity check and,
- verification by an officer of the RDA Centre that the person is a registered volunteer or employee.

A person may start or continue working with children while an application is pending by showing the application receipt and this will be recorded on the volunteer/employee's file.

Any employee or volunteer that refuses to apply for a WWC Card or is issued with a Negative Notice or Interim Negative Notice will not be accepted for participation in RDA activities until a WWC Card is approved.

RDA Centre Responsibilities

Record keeping

The RDA Centre will manage records of registered volunteers and employees working with children including:

- their WWC Card number and expiry date
- a copy of the WWC Card and any notifications from the WWC Screening Unit
- copies of any WWC Card validations from the WWC Card website, and
- any Interim Negative Notice(s) or Negative Notice(s) issued and the action taken by your organisation

This information will be stored securely, remain confidential and be regularly updated.

Validation and Review

The RDA Centre will also regularly check the validity of all volunteers and employees by periodically using the "Check WWC application status" online service on the website

<https://workingwithchildren.wa.gov.au/card-validation>

The WWC Card is valid for three years.

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Exemptions

Not everyone who encounters children and young people as part of their work or volunteering activities at RDA Centres need to complete the WWC Check. The following persons are exempt:

- voluntary persons under 18 years of age
- visitors where the person is not ordinarily a resident of WA can work or volunteer during a two week period after they arrive in WA and cannot exceed a total of two weeks in any 12 month period
- persons attending one-off national events (such as a tour or sporting event) for a non-cumulative period of 30 days within a 12 month period.

National Police Clearance – WA

Staff and volunteers that are not in direct contact with children aged 18 or under, and do not have access to records of children will be screened through the National Police Clearance procedures. This procedure applies to committee members and administration staff not otherwise involved in RDA service delivery activities, Treasurers and any member handling money.

National Police Clearances require a proof of identity check. A National Police Clearance is a “point in time” check that is current on the date of issue with no period of validity. RDA Centres will require volunteers to renew their National Police Clearance every 3 years. Applications are made online or through authorised Australia Post outlets. The RDA Centre will record and remind staff and volunteers when their National Police Clearance is due for renewal.

Western Australia Contact

Working with Children Checks - Department of Communities

<https://workingwithchildren.wa.gov.au/>

Phone: 1800 883 979

National Police Clearance

Online: <https://www.police.wa.gov.au/Police-Direct/National-Police-Certificates>

In person at Australia Post: <https://auspost.com.au/police-checks>



Riding for the Disabled Association of Australia NATIONAL MEMBER PROTECTION POLICY

1 January 2019

PART D: Complaint Handling Procedure

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COMPLAINT HANDLING PROCEDURES

We will deal with all complaints in a fair, timely and transparent manner. All complaints will be treated seriously.

We will provide individuals with an informal and informal process to resolve the matter, along with access to an external complaint handling body, based on the nature of the complaint and our rules and regulations.

We also provide an appeals process for those matters.

We will maintain confidentiality where possible and as provided in this policy and seek to ensure that no one is victimised for making, supporting or providing information about a complaint.

ATTACHMENTS

- Attachment D1: Complaints procedure
- Attachment D2: Mediation
- Attachment D3: Investigation procedure
- Attachment D4: Tribunal procedure
- Attachment D5: Procedures for investigating breaches of the Coaches Code of Ethics

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COMPLAINTS PROCEDURE

RDA Australia is committed to supporting people associated with our organisation to make and resolve any complaints they may have in a fair, timely and effective way.

We will endeavour to deal with complaints on a confidential basis. We will not provide information about the complaint to another person without the complainant's consent, except if the law requires us disclose this information or it is necessary to properly deal with the complaint. To ensure fairness for everyone involved, we will provide the full details of the complaint to the person or people against whom the complaint has been made and ask for their response. As a result, it may be difficult for us to resolve complaints made anonymously.

We will provide **informal and formal procedures** to deal with complaints. Individuals and organisations can also make **complaints to external organisations** under anti-discrimination, child protection and other relevant laws.

Informal approaches

Step 1: Talk with the other person (if safe, reasonable and appropriate)

If you feel confident and comfortable to do so, you can approach the other person to discuss the issues and try and resolve the problem directly.

Step 2: Contact a Member Protection Information Officer

We encourage you to talk with one of our Member Protection Information Officers (MPIOs) or a State/National Executive Officer if:

- step 1 (above) is not appropriate;
- you are not sure how to handle the problem by yourself;
- you want to talk confidentially with someone and find out what options are available to address your concern; or
- the concern continues after you approached the other person.

The names and contact details for our MPIOs are available at www.rda.org.au

The MPIO or State/National Executive Officer will:

- ask how you would like your concern to be resolved and if you need support
- seek to provide different options for you to address your concern
- act as a support person, if you wish
- refer you to an appropriate person (e.g. a mediator) to help you address your concern, if appropriate
- inform the relevant government authorities and/or police, if required by law to do so
- where possible and appropriate, maintain confidentiality.

Step 3: Decide how to address your concern

After talking with the MPIO or State/National Executive Officer, you may decide:

- there is no problem;
- the problem is minor and you do not wish to take the matter forward;
- to try and resolve the problem yourself, with or without a support person;
- to resolve the problem with the help of someone impartial, such as a mediator; or
- to resolve the matter through a formal process.

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Formal approaches

Step 4: Making a formal complaint

If it is not possible or appropriate to resolve your complaint through an informal process, you may:

- make a formal complaint in writing to the State/National Executive Officer, or
- approach a relevant external agency, such as an anti-discrimination or equal opportunity commission, for advice and assistance.

After receiving a formal complaint, and based on the material you provide, the State/National Executive Officer will decide whether:

- he or she is the most appropriate person to receive and handle the complaint;
- the nature and seriousness of the complaint requires a formal resolution procedure;
- to refer the complaint to **mediation**;
- to appoint a person to **investigate** the complaint;
- to refer the complaint to a **tribunal hearing**;
- to refer the matter to the **police or other appropriate authority**; and/or
- to implement any interim arrangements that will apply until the complaint process is completed.

In dealing with your formal complaint, the State/National Executive Officer will take into account:

- whether he or she has had any personal involvement in the circumstances and if so, whether it is appropriate someone else should handle the complaint;
- your wishes, and the wishes of the respondent, regarding how the complaint should be handled;
- the relationship between you and the respondent (e.g. an actual or perceived power imbalance between you and the respondent);
- whether the facts of the complaint are in dispute; and
- the urgency of the complaint, including the possibility that you might face further unacceptable behaviour while the complaint process is underway.

If the State/National Executive Officer is the appropriate person to handle the complaint, he or she will, where appropriate and/or necessary:

- provide the information received from you to the other person(s) involved and ask for a response;
- decide if there is enough information to determine whether the matter alleged in your complaint did or did not occur; and/or
- determine what, if any, further action to take, including referring the matter for investigation or disciplinary action in accordance with this policy.

Step 5: Investigating the complaint

In some cases, an investigation may be required to determine the facts surrounding the complaint. Our investigations procedure is outlined in Attachment D3.

Following the investigation, a written report will be provided to State/National Executive Officer.

- If the complaint is referred to **mediation**, we will follow the steps outlined in Attachment D2 or as agreed by you, the respondent and the mediator.
- If the complaint is referred to a **tribunal hearing**, the hearing will be conducted according to the steps outlined in Attachment D4.
- If the complaint is referred to the **police or another external agency**, we will endeavour to provide all reasonable assistance required by the police or the agency.

Any costs incurred by us relating to the complaint process set out in this policy (e.g. investigation, mediation and/or a tribunal hearing) are to be met by the State Association if the complaint originated at a State level or the National Association if the complaint is managed by the National Association (e.g. for appeals), unless otherwise stated.

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Step 6: Reconsidering a complaint or appealing a decision

If the matter is referred to mediation and is not resolved at mediation, you may request that State/National Executive Officer reconsider the complaint in accordance with Step 3.

In accordance with RDA Australia policies and procedures you or the respondent(s) may also appeal a decision made at a tribunal hearing. The grounds and process for appeals are set out in Attachment D4.

Step 7: Documenting the resolution

The State/National Executive Officer will record the complaint, the steps taken to resolve it and the outcome. This information will be stored in a confidential and secure place. If the complaint was dealt with at the State level, the information will be stored by the State Association. If the matter is of a serious nature, or if it was dealt with at the national level, the information will be stored by RDA Australia and a copy stored by the state association.

Approaching external organisations

If you feel that you have been harassed or discriminated against, you can seek advice from your state or territory anti-discrimination or equal opportunity commission. There is no obligation to make a formal complaint. However, if the commission advises you that the issues appear to be within its jurisdiction, you may choose to lodge a formal complaint with the commission.

The commission may investigate your complaint. The commission may also attempt to conciliate the complaint on a confidential basis. If this fails, or if it is not appropriate, the complaint may go to a formal hearing. The tribunal will make a finding and decide what action, if any, will be taken.

If you do lodge a complaint with the commission, an appropriate person from our organisation (e.g. an MPIO) will be available to support you during the process. You may also wish to have a legal representation, particularly if the complaint goes to a formal hearing.

Contact details for the state and territory anti-discrimination and equal opportunity commissions

are available on the Play by the Rules website:

<http://www.playbytherules.net.au/resources/quick-reference-guide>.

Serious incidents, such as assault or sexual assault, should be reported to the police.

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MEDIATION

Mediation is a process that seeks to resolve complaints with the assistance of an impartial person – the mediator.

The mediator does not decide who is right or wrong and does not tell either side what they must do. Instead, he or she helps those involved to discuss the issues and seeks to facilitate a mutually agreeable solution.

Our approach to mediation follows the steps set out below.

1. The State/National Executive Officer will appoint an appropriate mediator to help resolve the complaint. This will be done under the direction of RDA Australia and in consultation with the complainant and the respondent(s). The mediator will be an independent person in the context of the complaint, however this does not preclude a person with an association with RDA acting as mediator.
2. The mediator will talk with the complainant and respondent(s) about how the mediation will take place and who will participate. At a minimum, the mediator will prepare an agenda of issues to be discussed.
3. All issues raised during mediation will be treated confidentially. We also respect the rights of the complainant and the respondent(s) to pursue an alternative process if the complaint is not resolved.
4. If the complaint is resolved by mediation, where appropriate the mediator may seek to ensure the parties execute a document that sets out the agreement that has been reached. This agreement will be signed by the complainant and the respondent(s). We expect the parties involved to respect and comply with the terms of the agreement.
5. If the complaint is not resolved by mediation, the complainant may:
 - write to State/National Executive Officer to request that the Executive Officer and/or Board reconsider the complaint; and
 - approach any relevant external agency, such as an anti-discrimination or equal opportunity commission, to resolve the matter.

We recognise that there are some **situations where mediation may not be appropriate**, including:

- when the people involved have completely different versions of the incident;
- when one or both parties are unwilling to attempt mediation;
- when there is a real or perceived power imbalance between the people involved;
- matters that involve serious allegations.

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INVESTIGATION PROCESS

There will be times when a complaint will need to be investigated and information gathered.

An investigation helps determine the facts relating to the incident, if requested, recommendations as to possible findings and next steps.

Any investigation we conduct will be fair to all people involved. The investigation process will be undertaken by an unbiased person.

If we decide that a complaint should be investigated, we will follow the steps outlined below.

1. We will provide a written brief to the investigator that sets out the terms of engagement and his or her roles and responsibilities.
2. The investigator may:
 - interview the complainant and record the interview in writing;
 - provide full details of the complaint to the respondent(s) so that they can respond
 - interview the respondent(s) to allow them to answer the complaint and record the interview in writing;
 - obtain statements from witnesses and collect other relevant evidence;
 - make a finding as to whether the complaint is:
 - **substantiated** (there is sufficient evidence to support the complaint)
 - **inconclusive** (there is insufficient evidence either way);
 - **unsubstantiated** (there is sufficient evidence to show that the complaint is unfounded);
 - **mischievous, vexatious or knowingly untrue.**
 - provide a report to State/National Executive Officer or nominated Tribunal Panel documenting the complaint, the investigation process, the evidence,) and, if requested, any findings and recommendations.
3. We will provide a report to the complainant and the respondent(s) documenting the complaint, the investigation process and summarising key points from the investigation.
4. The complainant and the respondent(s) will be entitled to support throughout this process from their chosen support person or adviser (e.g. eg MPIO or other person).

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TRIBUNAL PROCEDURES

We will follow the steps set out below to hear formal complaints made under our Member Protection Policy.

Preparing for a Tribunal hearing

1. A Tribunal panel will be established, according to the rules set out in our constituent documents, rules and by-laws, to hear a complaint that has been referred to it by State/National Executive Officer.
2. The number of Tribunal panel members required to be present throughout the hearing will be a minimum of 3 members. One person on the panel should be external and with experience of managing disputes. All members of the Tribunal Panel must be independent of the original complaint decision.
3. The Tribunal panel members will be provided with a copy of all the relevant correspondence, reports or information received and sent by State/National Executive Officer relating to the complaint/allegations.
4. The Tribunal hearing will be held as soon as practicable. However, adequate time must be provided for the respondent(s) to prepare for the hearing.
5. The State/National Executive Officer will inform the respondent(s) in writing that a Tribunal hearing will take place. The notice will outline:
 - that the person has a right to appear at the Tribunal hearing to defend the complaint/allegations;
 - the details of the complaint and of all allegations, as well as the provision or clause of any policy, rule or regulation that has allegedly been breached;
 - the date, time and venue of the Tribunal hearing;
 - that verbal and/or written submissions can be presented at the Tribunal hearing;
 - that witnesses may attend the Tribunal hearing to support the position of the respondent/s;
 - an outline of any possible sanctions that may be imposed if the complaint is found to be true;
 - that legal representation will not be allowed. *(The respondent may be assisted by a support person at a Tribunal hearing. For example, where the respondent is a minor, he or she should have a parent or guardian present. However a person cannot be a support person if he or she has been admitted to the practice as a lawyer or worked as a trainee lawyer).* A copy of any investigation report findings will be provided to the respondent(s).
6. The State/National Executive Officer will notify the complainant in writing that a Tribunal hearing will take place. The notice will outline:
 - that the person has a right to appear at the Tribunal hearing to support their complaint;
 - the details of the complaint, including any relevant rules or regulations the respondent is accused of breaching;
 - the date, time and venue of the Tribunal hearing;
 - that verbal and/or written submissions can be presented at the Tribunal hearing;
 - that witnesses may attend the Tribunal hearing to support the complainant's position;
 - that legal representation will not be allowed. *(The respondent may be assisted by a support person at a Tribunal hearing. For example, where the respondent is a minor, he or she should have a parent or guardian present. However, a person cannot be a support person if he or she has been admitted to practice as a lawyer or worked as a trainee lawyer).*

A copy of the investigation report findings will be provided to the complainant.
7. If the complainant believes the details of the complaint are incorrect or insufficient, he or she should inform the State/National Executive Officer as soon as possible so that the respondent(s) and members of the Tribunal panel can be properly informed of the complaint.

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8. If possible, the Tribunal panel should include at least one person with knowledge or experience of the relevant laws/rules (e.g. anti-discrimination).

Tribunal hearing procedure

9. The following people will be allowed to attend the Tribunal hearing:
- Tribunal panel members;
 - the respondent(s);
 - the complainant;
 - any witnesses called by the respondent(s);
 - any witnesses called by the complainant;
 - any parent/guardian or support person required to support the respondent or the complainant.
10. If the respondent(s) is not present at the set hearing time and the Tribunal chairperson considers that no valid reason has been presented for this absence, the Tribunal hearing will continue subject to the chairperson being satisfied that all Tribunal notification requirements have been met.
11. If the Tribunal chairperson considers that there is a valid reason for the non-attendance of the respondent(s), or the chairperson does not believe the Tribunal notification requirements have been met, then the Tribunal hearing will be rescheduled to a later date.
12. If the Tribunal chairperson wishes to reschedule the Tribunal hearing date, the Tribunal chairperson will inform the State/National Executive Officer of the need to reschedule the hearing and the State/National Executive Officer will arrange for the Tribunal to be reconvened.
13. The Tribunal chairperson will read out the complaint, ask each respondent if he or she understands the complaint and if he or she agrees or disagrees with the complaint.
14. If the respondent agrees with the complaint, he or she will be asked to provide any evidence or witnesses that should be considered by the Tribunal when determining any sanctions.
15. If the respondent disagrees with the complaint, the complainant will be asked to describe the circumstances that lead to the complaint being made.
- Reference may be made to brief notes.
 - The complainant may call witnesses.
 - The respondent may question the complainant and any witnesses.
16. The respondent will then be asked to respond to the complaint.
- Reference may be made to brief notes.
 - The respondent may call witnesses.
 - The complainant may ask questions of the respondent and any witnesses.
17. The complainant and respondent(s) may be present when evidence is presented to the Tribunal hearing. Witnesses may be asked to wait outside the hearing until they are required.
18. The Tribunal may:
- consider any evidence, and in any form, that it deems relevant;
 - ask questions of any person giving evidence;
 - limit the number of witnesses (including limiting witnesses to those persons who only provide new evidence);
 - require (to the extent it has power to do so) the attendance of any witness it deems relevant; and
 - act in an inquisitorial manner in order to establish the truth of the issue/complaint before it.
19. Video evidence, if available, may be presented. Arrangements for the viewing of this evidence must be made entirely by the person(s) wishing to offer this type of evidence.

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20. If the Tribunal panel considers that at any time during the hearing there is any unreasonable or intimidatory behaviour from anyone, the Tribunal chairperson may deny further involvement of that person in the hearing.
21. After all the evidence has been presented, the Tribunal will make its decision in private. The Tribunal must decide whether the complaint has, on the balance of probabilities, been substantiated.
22. All Tribunal decisions will be by majority vote.
23. The Tribunal chairperson may announce the decision of the Tribunal at the conclusion of the hearing. Alternatively, he or she may reserve the decision of the Tribunal at the conclusion of the hearing and deliver the decision at a later time.
24. The respondent(s) will have the opportunity to make submissions to the Tribunal in relation to any sanctions that may be imposed.
25. Within 48 hours of the Tribunal delivering its decision, the Tribunal chairperson will:
 - forward a notice of the Tribunal's decision to the State/National Executive Officer, including details of any sanction imposed.
 - forward a letter reconfirming the Tribunal's decision to the respondent(s), including any sanction imposed. The letter should also outline the process and grounds for an appeal, if allowed.
26. The Tribunal does not need to provide written reasons for its decision.

Appeals procedure

27. A complainant or a respondent(s) may lodge with RDA Australia an appeal in relation to the decision of a Tribunal on one or more of the following grounds:
 - 27.1 that a denial of procedural fairness has occurred;
 - 27.2 that the sanction imposed is unjust and/or unreasonable;
 - 27.3 that the decision was not supported by the information/evidence provided at the mediation or to the Tribunal Hearing;
 - 27.4 that the decision is not supported by State/National constituent documents, policies or by-laws
28. A person wanting to appeal must lodge a letter setting out the basis for their appeal with the State/National Executive Officer within 14 days of the decision being made. An appeal fee of \$200 shall be included with the letter of intention to appeal.
29. If the letter of appeal is not received by the State/National Executive Officer within this time, or the letter of appeal is received but the appeal fee is not received within this time, the appeal will lapse.
30. The letter of appeal and the notice of the Tribunal's decision (clause 24) will be forwarded to the State/National RDA Board to review and to decide whether there are sufficient grounds for the appeal to proceed. The State/National RDA Board may invite any witnesses to the meeting that he or she believes are required to make an informed decision.
31. If the appellant has not shown sufficient grounds for an appeal in accordance with clause 26, then the appeal will be rejected. The appellant will be notified in writing, including the reasons for the decision. The appeal fee will be forfeited.
32. If the appeal is accepted, an Appeal Tribunal with new panel members will be convened to rehear the complaint, and the appeal fee will be refunded.
33. The Tribunal hearing procedure shall be followed for the Appeal Tribunal.
34. The decision of the Appeal Tribunal will be final and binding.

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PROCEDURE FOR INVESTIGATING BREACHES OF THE COACHES CODE OF ETHICS

RDA is committed to ensuring that all coaches adhere to a high standard of professional behaviour. These standards of behaviour are outlined in the Coaches Code of Ethics (Part B Attachment 3). The RDA coaching qualification is a nationally recognised qualification and therefore recommendations to suspend, demote or revoke a person's coaching qualification are to be referred to the Executive Officer of RDA Australia.

A breach of these standards may be:

- A breach of any of the standards outlined in the Coaches Code of Ethics.
- Bringing the program and/or RDA into disrepute.
- Failure to follow policies and procedures for the protection, safety and welfare of riders.
- Failure to follow policies and procedures for the protection, safety and welfare of volunteers or members of the public.
- Failure to follow policies and procedures for the welfare and care of RDA horses (owned, borrowed or on loan).
- Engaging in a sexually inappropriate relationship with a client of RDA.
- Disclosure to any unauthorised person or organisation information that is of a private, confidential or privileged nature.

Disciplinary Action

Coaches, as members of RDA are required to comply with the RDA Member Protection Policy and may be subjected to disciplinary action as outlined in this policy. In addition to the disciplinary action outlined in this policy, coaches may have their coaching accreditation suspended, demoted or revoked by RDA Australia.

Investigation process

All complaints regarding allegations of a coach breaching the codes of behaviour outlined in this policy will be initially referred to the State Association in which the complaint originated for investigation. Following the investigation the State Manager of the State Association will prepare a report to the Executive Officer of RDA Australia which will include the outcomes of the investigation and the evidence supporting the complaint, plus recommendations for further action. Further actions may include:

- Coaching accreditation is suspended for a period of up to 12 months
- Coaching accreditation is demoted to a lower level of qualification
- Coaching accreditation has a restriction imposed. This may include supervision by a qualified coach for a up to 12 months to re-evaluate coaching competencies
- Coaching accreditation is revoked

The Executive Officer will present the findings of the investigation to the National Coaching Coordinator and the Chair of Program Delivery and a determination will be made if the disciplinary action recommended is a reasonable response to the complaint.

The coach will be advised in writing of the outcome of the complaint by the RDA Australia Office. A copy will be forwarded to the State Manager of the relevant State Association.

Appeal Tribunal

1. Written notice will be provided to the coach regarding any changes to their coaching accreditation.
2. The coach may appeal the decision by sending a letter setting out the basis for their appeal and send this to the Executive Officer of RDA Australia within 14 days of the decision being made. An appeal fee may not be charged.

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3. If the letter of appeal is not received by the National Executive Officer within this time, the right of appeal will lapse.
4. The appellant must show sufficient grounds for an appeal in accordance with this policy. These grounds include:
 - that a denial of natural justice has occurred
 - that the disciplinary measure/s imposed is unjust and/or unreasonable
 - that the decision was not supported by the information/evidence provided during the investigation/mediation phase
 - that the process is not supported by the organisation's constitution or policies and procedures including the Member Protection Policy were not followed.
5. If the appellant has not shown sufficient grounds for an appeal, then the appeal will be rejected. The appellant will be notified in writing, including the reasons for the decision.
6. If grounds for an appeal are accepted, the Executive Officer will convene an Appeal Tribunal. The Tribunal will consist of:
 - The Chair of the Program Delivery Panel
 - A State Representative from the Coaching and Safety Committee (or another person nominated by the State Association)
 - An experienced independent RDA Assessor or another independent person qualified in assessment recommended by the ASC

At least two of the Appeal Tribunal members must not have been involved in managing the original complaint.
7. The Panel must meet (either face-to-face or by teleconference) within one month of being convened. The Panel will be provided with the complaint documentation reports and investigation outcomes.
8. The Appeals Panel will follow the Tribunal procedures as set down in the Complaints Handling procedures of this policy.
9. Within one month of the Appeal hearings the appellant and the Executive Officer of RDA Australia must be notified in writing of the Appeal decision. The Tribunal does not need to provide written reasons for its decision.
10. The decision of the Appeal Tribunal will be final.

Other Disciplinary Action

Coaches in paid employment with RDA may be dismissed for operational requirements or breaches of their employment conditions. This may not necessarily affect their coaching qualification unless their actions are also in breach of the behavioural codes under this policy. Dismissal from paid employment is not appealable under this policy. Please refer to employment laws in your State.



Riding for the Disabled Association of Australia NATIONAL MEMBER PROTECTION POLICY

1 January 2019

PART E: Reporting Requirements and Documents/Forms

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REPORTING REQUIREMENTS AND DOCUMENTS/FORMS

We will ensure that all the complaints we receive, both formal and informal, are properly documented. This includes recording how the complaint was resolved and the outcome of the complaint.

This information, and any additional records and notes, will be treated confidentially (subject to disclosure required by law or permitted under this policy) and stored in a secure place.

We will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity.

We will ensure that everyone who works with our organisation in a paid or unpaid capacity understands how to appropriately receive and record allegations of child abuse and neglect and how to report those allegations to the relevant authorities in their state or territory.

ATTACHMENTS

- Attachment E1: Confidential Complaints Form
- Attachment E2: Confidential record of informal complaint
- Attachment E3: Confidential record of formal complaint
- Attachment E4: Handling an allegation of child abuse
- Attachment E5: Confidential record of child abuse allegation

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CONFIDENTIAL COMPLAINT REGISTRATION FORM

This form may be used by complainants to record a formal written complaint

Complainant's details:			
Name:			
Address:			
Age (please circle):		Under 18	Over 18
Phone home:	Phone work:	Email:	
Summary of complaint (When, where, who, what happened?). <i>If insufficient space attach statement:</i>			
Please describe your role/status: (e.g. administrator/volunteer; rider; parent; coach; official; spectator; employee etc)			
Location/event of alleged issue:			
Please state the facts of your complaint:			
Nature of complaint by category <i>(may tick more than one box)</i> <input type="checkbox"/> Harrasment/Bullying <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Other:		<input type="checkbox"/> Discrimination <input type="checkbox"/> Race <input type="checkbox"/> Religion <input type="checkbox"/> Unfair decision <input type="checkbox"/> Disability	<input type="checkbox"/> Pregnancy <input type="checkbox"/> Selection dispute <input type="checkbox"/> Personality clash <input type="checkbox"/> Coaching methods <input type="checkbox"/> Sexuality
		<input type="checkbox"/> Bullying <input type="checkbox"/> Child abuse <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Physical abuse <input type="checkbox"/> Victimisation	
Was the complaint:		Verbal <input type="checkbox"/>	Written <input type="checkbox"/>
What actions have you taken to attempt to resolve this complaint? (e.g. have you spoken to the person/ a coach/ Centre Committee member/ State Office?)			
Signature:		Date:	

Complaints Officer/MPIO Use Only

Complaint Receiving Officer	NAME:	
POSITION:	CENTRE:	DATE RECEIVED:

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Reporting Requirements and Documents/Forms

CONFIDENTIAL RECORD OF INFORMAL COMPLAINT

Name of person receiving complaint		Date: / /
Complainant's Name	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Role/status	<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete/player <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official </div> <div> <input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other </div> </div>	
When/where did the incident take place?		
What are the facts relating to the incident, as stated by complainant?		
What is the nature of the complaint? (category/basis/grounds)	<div style="display: flex; flex-wrap: wrap;"> <div style="width: 33%;"><input type="checkbox"/> Harassment or</div> <div style="width: 33%;"><input type="checkbox"/> Discrimination</div> <div style="width: 33%;"><input type="checkbox"/> Coaching methods</div> <div style="width: 33%;"><input type="checkbox"/> Sexual/sexist</div> <div style="width: 33%;"><input type="checkbox"/> Selection dispute</div> <div style="width: 33%;"><input type="checkbox"/> Verbal abuse</div> <div style="width: 33%;"><input type="checkbox"/> Sexuality</div> <div style="width: 33%;"><input type="checkbox"/> Personality clash</div> <div style="width: 33%;"><input type="checkbox"/> Physical abuse</div> <div style="width: 33%;"><input type="checkbox"/> Race</div> <div style="width: 33%;"><input type="checkbox"/> Bullying</div> <div style="width: 33%;"><input type="checkbox"/> Victimisation</div> <div style="width: 33%;"><input type="checkbox"/> Religion</div> <div style="width: 33%;"><input type="checkbox"/> Disability</div> <div style="width: 33%;"><input type="checkbox"/> Unfair decision</div> <div style="width: 33%;"><input type="checkbox"/> Pregnancy</div> <div style="width: 33%;"><input type="checkbox"/> Child Abuse</div> <div style="width: 33%;"><input type="checkbox"/> Other</div> </div>	
Tick more than one box if necessary		
What does the complainant want to happen to resolve the issue?		
What other information has the complainant provided?		
What is the complainant going to do now?		

This record and any notes must be kept confidential and secure. If the issue becomes a formal complaint, this record is to be given to State/National Executive Officer.

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CONFIDENTIAL RECORD OF FORMAL COMPLAINT

Complainant's Name	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	Date Formal Complaint Received: / /
Complainant's contact details	Phone: Email:	
Complainant's role/position	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Name of person complained about (respondent)	<input type="checkbox"/> Over 18 <input type="checkbox"/> Under 18	
Respondent's role/position	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Parent <input type="checkbox"/> Athlete/player <input type="checkbox"/> Spectator <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Support Personnel <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Other <input type="checkbox"/> Official	
Location/event of alleged incident		
Description of alleged incident		
Nature of complaint (category/basis/grounds) Tick more than one box if necessary	<input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination <input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods <input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse <input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation <input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision <input type="checkbox"/> Other	
Methods (if any) of attempted informal resolution		

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Formal resolution procedures followed (outline)	
If investigated:	Finding
If heard by Tribunal:	Decision Action recommended
If mediated:	Date of mediation: Both/all parties present Agreement Any other action taken
If decision was appealed	Decision Action recommended
Resolution	<input type="checkbox"/> Less than 3 months to resolve <input type="checkbox"/> Between 3 – 8 months to resolve <input type="checkbox"/> More than 8 months to resolve
Completed by	Name: Position: Signature: _____ Date / /
Signed by:	Complainant: Respondent:

This record and any notes must be kept confidential and secure. If the complaint is of a serious nature, or if it is taken to and/or dealt with at the national level, the original record must be provided to RDA Australia and a copy kept with the organisation where the complaint was first made.

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PROCEDURE FOR RESPONDING TO CHILD ABUSE REPORTS AND ALLEGATIONS

If you believe a child is at imminent risk of harm or in immediate danger, contact the Police immediately on 000.

Fact sheets on reporting allegations of child abuse in different states and territories are available at www.playbytherules.net.au

We will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity. Our staff and volunteers are required to report any instances of serious abuse or neglect (cases in which a young person has suffered, or is likely to suffer, significant harm from abuse or neglect) immediately, or if that is not possible, no later than before ending that person's session of work with our organisation.

Step 1: Receiving an allegation

All our staff and volunteers retain the right to report directly to relevant authorities, such as police or child protection, any concerns they may have in relation to the safety and welfare of a child or young person, regardless of whether or not they have also reported that matter internally.

In taking a report of concern, or of an incident, from others within our organisation our staff and volunteers are:

- not to assess the validity of such allegations or concerns, but to report all allegations or concerns to the nominated person or persons within our organisation as described in this policy (the validity of an allegation will then be assessed in the manner described in this policy.)
- to disregard factors such as the authority or position of the persons involved and any pre-existing views about the good character, or otherwise, of any person involved or under investigation.

In situations where a child or young person is making an allegation, our staff and volunteers are required to:

- listen to the allegation or disclosure supportively, without dispute
- clarify the basic details, without seeking detailed information or asking suggestive or leading questions, using our organisation's 'Child abuse Incident Form'
- record on the Child abuse Incident Form what was said (where possible, noting the exact words used by the person making the allegation)
- date and sign the record
- explain to the child (if present) that other people may need to be told, in order to stop what is happening
- provide reassurance that our organisation will take immediate action in response to the allegation.

Report the matter as per organisational policy requirements (Step 2)

Step 2: Report the allegation

As a policy, RDA Australia requires all of its staff and volunteers to report any instance of child abuse or neglect that has resulted in, or is likely to result in, significant harm to a child or young person, to either:

- the police and/or the child protection agency in their State immediately (i.e. before the end of the person's shift / session of work)

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- a report is also required to the State Executive Officer or National Executive Officer who will ensure that the incident is reported to the relevant police and/or child protection authorities immediately (i.e. before the end of the person's shift / session of work).

If the State Executive Officer or National Executive Officer is unavailable (or they are the subject of the complaint), our staff and volunteers are required to report the matter to the Chair of the State or National Board.

Step 3: Protect the child and manage the situation

We ask that our staff and volunteers also inform our State Executive Officers and National Executive Officer or Chair of the Board of any report they make to those authorities, to enable our organisation to best provide support to the child or young person, their family and our staff and volunteers, where appropriate.

Step 4: Take internal action

- At least three different types of investigations may occur in response to child abuse allegations, including:
 - a criminal investigation (conducted by the police)
 - a child protection investigation (conducted by the relevant child protection agency)
 - a disciplinary or misconduct inquiry/investigation (conducted by RDA Australia).
- RDA Australia will manage incidents of misconduct according to the Member Protection Policy. Disciplinary action may include demotion (reallocation of duties), suspension, dismissal, a written warnings or other disciplinary action as defined in the policy.

Contact details for advice or to report an allegation of child abuse

Always contact the relevant child protection agency or police for advice if there is any doubt about whether the allegation should be reported.

Australian Capital Territory	
Child and Youth Protection Services https://www.communityservices.act.gov.au/ocyfs/children/child-and-youth-protection-services	Phone: General public Ph: 1300 556 729 (24 hours) Mandated reporters Ph: 1300 556 728 (24 hours) Online: For less serious concerns, complete an online child concern report .
New South Wales	
Department of Family and Community Services www.community.nsw.gov.au	Phone: Child Protection Helpline Ph: 13 21 11 (24 hours) (TTY 1800 212 936) Online reports can also be made via website

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Northern Territory	
Territory Families https://territoryfamilies.nt.gov.au/	Phone: Child Abuse Hotline Ph: 1800 700 250 (24 hours)
Queensland	
Department of Child Safety, Youth and Women https://www.csyw.qld.gov.au/child-family/protecting-children	Phone: For a list of contact numbers during business hours, go to the website Child Safety After Hours Service Centre Ph: 1800 177 135 or (07) 3235 9999.
South Australia	
Department for Child Protection https://www.childprotection.sa.gov.au/reporting-child-abuse	Phone: Child Abuse Report Line Ph: 13 14 78 (24 hours) Online: Less serious concerns can also be reported online.
Tasmania	
Department of Health and Human Services https://www.dhhs.tas.gov.au/children/child_protection_services	Phone: Child Safety Service 1300 737 639 (24 hours) Online: Mandatory reporters with less serious concerns can be reported online.
Victoria	
Department of Health and Human Services https://services.dhhs.vic.gov.au/families-and-children	Phone: For a list of regional and metropolitan phone numbers visit the website. After hours child protection emergency service Ph: 13 12 78
Western Australia	
Department of Communities, Child Protection and Family Support http://www.dcp.wa.gov.au/ChildProtection/Pages/ChildProtection.aspx	Phone: Central Intake Team: Ph: 1800 273 889 After hours: Ph: (08) 9223 1111 or Country Freecall: 1800 199 008 Online: Mandatory reporters with less serious concerns can use the department's secure online reporting system or complete and post a Mandatory Reporting Form.

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Child Abuse Incident Report Form

[This form must be used to record details of a Child Abuse Incident or Allegation]

Child / Client Name:			
Program:			
Date of incident:		Site where incident occurred:	
Person making Report:		Role & Relationship to Child:	
Type of incident (tick all that apply):			
<input type="checkbox"/>	Suspicion or allegation of abuse or neglect of client	<input type="checkbox"/>	Serious breach of client confidentiality
<input type="checkbox"/>	Suspicion of potential harm to a client	<input type="checkbox"/>	Serious breach of duty of care
<input type="checkbox"/>	Potential abuse by or criminal matters involving an employee	<input type="checkbox"/>	A complaint
<input type="checkbox"/>	An episode of severe challenging behaviour	<input type="checkbox"/>	A complaint involving legal proceedings
<input type="checkbox"/>	Potential harm to an employee resulting from harassment/bullying	<input type="checkbox"/>	A serious incident as defined in the Incident Management policy

Details of the child / young person affected by the incident

[A Separate Child Abuse Incident Report Form should be completed for each child]

Full name			
Date of birth		Gender	
Any communication or medical requirements			
Parent / guardian name			
Parent / guardian contact/s phone	(Home) (Mobile)	(Work)	
Parent / guardian address			
Any known parent / guardian communication requirement			

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Details of other persons involved

Alleged perpetrator(s) details:	
Name – if known.	
Connection with the child – if known	
Any other relevant factors:	
Were there any other witnesses to the incident? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide their details below:	
Full name	
Involvement as witness	
Contact phone number	
Full name	
Involvement as witness	
Contact phone number	

Details of incident

(Please describe the incident including alleged perpetrator/s behaviour, sighted injury or other indicators of abuse, conversations with the child)

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Action undertaken (if any):

To ensure the safety of child/client:	
To address the support needs of the child / client and their family:	
To address the support needs of the alleged perpetrator:	
To address the support needs of other staff and volunteers involved:	

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Incident response

Please tick who of the following have been informed of this incident:	
Externally	Police <input type="checkbox"/> Child Protection <input type="checkbox"/> Ambulance <input type="checkbox"/> Doctor <input type="checkbox"/> Family / Carer <input type="checkbox"/> Other (please specify) <input type="checkbox"/> _____
Internally	Manager (please specify): <i>Please note that a Manager must be informed</i>

Police

Date:		Time:	
Name of person notified:		Position:	
Department / region:		Contact detail/s:	
Advice provided:			

Child Protection

Date:		Time:	
Name of person notified:		Position:	
Department / region:		Contact detail/s:	
Advice provided:			

Parent / guardian

Has the parent been informed of the incident: Yes <input type="checkbox"/> No <input type="checkbox"/>	
(If appropriate) has the reporter been informed the authorities being notified: Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes, please provide relevant details of conversations:	<i>E.g. (information provided, reactions, concerns and admissions)</i>
If no, please explain why:	

Management/staff/volunteers

Please provide details of which manager/s or other staff and volunteers has been informed of the incident?	
Full name:	
Position / title:	
Date and time informed:	

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Please provide details of which manager/s or other staff and volunteers has been informed of the incident?

Full name	
Position / title:	
Date and time informed:	

Additional comments:

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Acknowledgement of form completion

I have completed this form to the best of my knowledge and ability			
Name		Position	
Signed		Date	

Supervisor

I have checked that all sections of this form are complete			
Name		Position	
Signed		Date	

Privacy Disclaimer:

RDA Australia acknowledges and respects the privacy of all its staff, volunteers, contractors and patrons. The information being collected is for the purposes of obtaining details of and assessing the incident in question. Information disclosed on this form may be passed on to the appropriate authorities, as required. By signing this form, you have consented to this information being collected, used and disclosed for the purposes it intended. You have the right to access and alter personal information concerning yourself in accordance with the Commonwealth Privacy Act (amended 2001) and RDA Australia's Privacy Statement.