



Riding for the Disabled Association SA Inc.

Information for Riders and Volunteers

Privacy and confidentiality:

Clients/carers and volunteers have a right to expect personal information supplied to RDA SA will remain confidential. RDASA is bound by the Privacy Act. To find out procedures about:

- The type of information kept by RDASA centres;
- how information may be accessed;
- how file storage and movements are managed; and
- the length of time records are kept;

refer to Privacy and Confidentiality Policy (2) in the Resource Manual at your centre or RDA SA website.

Rights and responsibilities:

RDASA is committed to regularly informing clients about their rights and responsibilities.

RDASA has governing policies and procedures to ensure clients receive and have access to information regarding their rights and responsibilities.

These include: (policy number)

- State Protection Policy for Members and Others (1)
- Occupational Health and Safety Policy (7)
- Privacy and Confidentiality Policy (2)
- Service Access and Exit Policy (24)

RDASA is committed to inclusivity in regards to linguistic, cultural, physical or intellectual requirements.

Access and exit:

Anyone seeking to use the services of RDA SA will be assessed on their relative needs and available resources.

RDASA prohibits all form of harassment, discrimination and bullying based on personal characteristics.

For information on relevant procedures regarding:

- access
- determination of relative needs of clients
- waiting times
- exit
- right to appeal
- reapplication to access the service, and
- consultation

refer to the Access and Exit policy (24) in the Resource Manual at your centre or from the RDASA website also the current Inclusion Plan which is an integral part of the State Protection Policy for Members and Others.

Copies of relevant policies and procedures are available to view in the RDASA Resource Manual at each centre; on the RDASA website at www.rdasa.org.au or may be posted or emailed upon request.

Ph 08 8331 1833

Email: admin@rdasa.org.au

Complaints:

RDASA aims to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of natural justice.

Complaints should be reported to a representative of RDASA in authority within the local setting. This may be a coach, a Centre committee member, or a member of staff member. It is then the responsibility of that person to liaise with the complainant until a Complaint Manager [usually a Member Protection Information Officer or the State Manager] is appointed.

A complaint may be handled formally or informally and all complaints will be dealt with promptly, seriously sensitively and confidentially. The procedure for handling and resolving complaints are outlined in Attachment D1 of the State Protection Policy for Members and Others.

To lodge a complaint: obtain the Complaint Registration form from your Riding Centre or State Office. The State Protection Policy for Members and Others, explains the procedure and ways the complaint will be dealt with.

Remember complaints and their resolutions help us improve the service we offer our clients.

Advocacy:

RDASA is committed to supplying clients with information regarding use of an advocate.

RDASA encourages the use of advocates by clients/volunteers.

What is an advocate?

Someone who, with permission from a client, can represent the client's wishes and negotiate on their behalf.

Who can be an advocate?

- A family member
- A friend
- A member of an advocacy service, eg:

Disability Advocacy and Complaints Service of South Australia. Tel: 08 8297 3500 www.dacssa.org.au

Office of the Public Advocate, South Australia
Tel: 08 8342 8200 www.opa.sa.gov.au

If you need to use an advocate refer to the Advocacy policy (32) available in the Resource Manual at your centre or from the RDA SA website.