



# RIDING FOR THE DISABLED ASSOC SA INC

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## Policy 24

# SERVICE ACCESS AND EXIT

<i>Policy Established:</i>	<i>Feb 2003</i>	<i>Version:</i>	<i>2</i>
<i>Reviewed:</i>	<i>June 2004, July 2006, June 2009</i>		
		<i>Next Review Date:</i>	<i>June 2010</i>

### Introduction

RDA SA is committed to working within the principles of equal opportunity for all persons including women, indigenous Australians, people of cultural and linguistic diversity and people with disabilities.

### Purpose

The purpose of this document is to ensure each person seeking a service from RDA SA will have access to the service based on relative need and available resources.

### Authorisation

State Manager  
Riding for the Disabled Association SA Inc

### Policy

RDA SA recognises lack of English and other communication or cultural barriers may limit participation and access to services. RDA SA has a responsibility to ensure all clients are appropriately and adequately informed about services available to them.

RDA SA is committed to using plain English and other appropriate formats for official correspondence, documents, policies and procedures as an integral part of any broad based communication strategy.

### Procedure

To be eligible to access RDA SA services, people with a disability or disabilities must complete and supply various forms, including a Medical Consent Form from a registered medical practitioner or therapist.

### Application Process

1. **Applicants** and/or their families and advocates can register for service provision by completing and lodging the following forms with the RDA centre they wish to attend:
  - Rider Registration Form (including Parent/Carer consent)
  - Appendix 5 (waiver)
  - Medical Consent Form (completed by a Medical Practitioner or therapist)

## 2. **Determining relative need**

Applicants will be assessed and admitted on the basis of the readiness of RDA SA to respond to the application on the basis of criteria including:

- Priority in accordance with waiting list
- Session time meeting client requirements
- Availability of accredited volunteer coach to supervise sessions
- Availability of suitable horse to match client needs
- Availability of financial resources

Priority is assessed by accredited RDA volunteer coach/coaches, who may consult with their management committees to achieve equitable decisions.

## 3. **Waiting Times**

All potential clients must be advised of any waiting period to access the service.

The waiting list must record:

- client's name
- contact details of client or that of their parent/carer, or advocate, or teacher/caseworker, including phone and mailing address
- date of initial enquiry
- other information relevant to service requested
- priority ranking
- when client has been provided with an update of their rank on the waiting list

Each centre's waiting list will be updated regularly and reviewed at least once per term by the centre management committee. A copy of the waiting list must be forwarded to RDA SA State Office every quarter. Statistical data from waiting lists is required by RDA SA to assist with organisational planning.

RDA SA will regularly inform potential clients of their waiting list status.

Potential clients will not be discriminated against if they already participate in a program provided by other service providers (for example, swimming). They will have the same opportunity to access RDA as clients who do not participate in other service providers' programs.

## Exit

4. Clients receiving a service from RDA SA may choose to terminate this service at any time either verbally or in writing by themselves or by asking another person (parent/carer, advocate, teacher/caseworker or other disinterested party – "advocate") to act for them, and preferably giving a reason.
5. Clients have a right to refuse an offer of service provision at any time.
6. Any client accepting an offer of service from RDA SA must ride in accordance with their RDA coach's safety directives. Failure to do so may result in them being asked to leave the RDA program.
7. If the client's medical condition is such that the coach considers it dangerous, or that the rider is not receiving a benefit, the coach may consult other personnel in order to determine the best possible outcome for all parties.
8. Referral to an appropriate alternative service can only be addressed internally, due to RDA SA being the only registered provider for activities of this nature in South Australia. This does not preclude RDA SA providing information about other activities (e.g. another sport) which may be more appropriate to a client's needs.
9. When a client transfers to another RDA centre their confidential records and progress reports will be forwarded with the permission of the client or their advocate in accordance with the Privacy Act and RDA SA Privacy and Confidentiality Policy (Policy No. 2).

## Right of Appeal

10. All clients have the right of appeal regarding service refusal
11. Each case will be dealt with in a fair, equitable and confidential manner.
12. Clients may appeal in writing to the Centre or by asking another person (advocate) to act for them.
13. Clients may expect their appeal to be processed with within 10 working days of receipt by their centre management committee.
14. The client will be informed of the outcome promptly, within five (5) working days of a decision on their appeal.
15. If there is still dissatisfaction, a client may escalate their appeal to RDA SA state office, whereby the above procedures will again apply.
16. Appeals must be heard first at centre level before being directed to RDA SA state office. Any appeals lodged directly with RDA SA state office, or RDA Australia, will be referred back to the client's centre to commence the appeal process.

## Reapplication for access to service (following refusal or exit).

17. At any time, a previously refused or exited client may reapply to access the service.
18. The client should reapply in the same manner as described in point 1.
19. Any previous refusal or exit will not affect any new application by the same client to access to the service.

## Consultation

20. RDA SA welcomes the involvement of families and advocates in the process of determining and reviewing RDA SA policies and procedures pertaining to service delivery.
21. All current and commencing clients must be made aware of this Access and Exit Policy (Policy No. 24) upon commencement of service.
22. All current and commencing clients must be provided with a copy of this policy in an accessible format upon commencement of service and thereafter upon request. Such information may be in a condensed format.
23. The latest current version of this policy (Policy No. 24) will be available for public access on the official RDA SA website ([www.rdasa.org.au](http://www.rdasa.org.au)).
24. This document will be reviewed regularly with the involvement of the person receiving the service and/or their advocate.

## **Responsibility**

The RDA SA Board is responsible for the implementation and review of this policy.

All RDA SA Board members, casual, permanent and contract staff and volunteers are responsible for adhering to this policy.

## **Acknowledgments**

Nil

Authorised: ..... Date: .....  
*State Manager*