

Policy 24

RIDING FOR THE DISABLED ASSOC SA INC

SERVICE ACCESS AND EXIT POLICY

Policy

Each person seeking a service from RDASA will have access to the service based on relative need and available resources.

RDASA 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.

RDASA recognises that lack of English is a barrier to access of services and may limit participation in the local community. We therefore have a responsibility to ensure that we appropriately and adequately inform all clients about the services available to them. We are committed to the adoption of a plain English policy for official correspondence, documents, policies and procedures which is recognised as an integral part of any broad based communication strategy.

Objective

It is the objective of this policy to clearly outline the processes used by RDASA to regulate client access to services and determine relative client needs.

Access

The service is offered to people with a disability/ies who are provided with a Medical Consent Form from their current registered medical adviser.

Process of Application

1. **Applicants** and/or their families and advocates can register for service provision by completing a Rider Registration Form (including Parent/Carer consent), an appendix 5 and a Medical Consent Form (completed by a General Practitioner) with the Centre they wish to attend.
2. **Determining Relative Need** - Applicants will be attended to on the basis of several criteria, including:
 - The readiness of RDASA to respond to the application
 - The availability of financial resources
 - The availability of suitable horse to match client needs
 - Session time meeting clients requirements
 - Availability of accredited volunteer coach to supervise sessions.
 - Each RDASA Centre will consult with their management committees in determining priority.

3. **Waiting Times –**

The client must be advised of any waiting period to access the service. The client waiting records will be updated regularly and reviewed by the Centre management committee. These statistics will be forwarded to the State Office half yearly for analysis of data as part of the organisational planning processes.

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 equal opportunity to access our service as a client who does not participate in another service providers program.

Exit

4. Clients receiving the service from RDASA may choose to terminate this service at any time either by writing themselves or by asking another person (advocate) to act for them, preferably giving a reason.
5. Clients have the right to refuse service provision at any time.
6. Clients must ride within the coach's safety directives, or they may be asked to leave the 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 relevant personnel.
8. Referral to an appropriate alternative service can only be adequately addressed within the organisation of RDASA due to the uniqueness of this program. At this time there appears to be no alternative service of this type within South Australia.
9. When a rider transfers to another RDA centre their confidential records and progress reports can be forwarded with the permission of the rider or their advocate, according to the privacy act.

Right of Appeal

10. All clients have the right of appeal regarding refusal of service and to have their case dealt with in a fair, equitable and confidential manner.
11. Clients can appeal in writing to the Centre or by asking another person (advocate) to act for them.
12. They can expect this appeal to be processed with within 14 days through the Centre management committee and the client can expect to be informed of the outcome promptly.
13. If there is still dissatisfaction, a client may lodge the appeal with the State Office, whereby the above procedures apply.

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

14. At any time, a previously refused or exited client may reapply to have access to the service.
15. The client should reapply in the same manner as described in 1. Above.
16. Their previous refusal or exit will not affect their access to the service.

Consultation

- 17. RDASA welcomes the involvement of families and advocates.
- 18. All current and potential clients must be made aware of RDA SA's access and exit policy and provided with a copy in an accessible format upon request.
- 19. This document will be reviewed regularly with the involvement of the person receiving the service, their family and advocates.

Signed:

Date:

Policy Established: February 2003
Reviewed: June 2004, Jul 2006
Next Review Date: Jul 2008